



**GE IT Solutions**

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**Six Sigma DMAIC Project**

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# Data Transfers

GE ITS: GEMS Account

**Project Leader/Green Belt:** Wayne Littlefield

**Project Leader Title:** Lead Service Engineer

**Project Start Date:** August 11, 2003

Master Black Belt: Steven Bonacorsi



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# Six Sigma in Action Data Transfers

**Customer Profile** – 20,000 seat Medical Systems Manufacturing & Service Company

### **Business Problem & Impact**

Data transfer cycle time for one PC to another has increased substantially. This increases customer downtime and limits the number of equipment swaps that can be completed in a work day to about 4/Tech)

### **Measure & Analyze**

**Data Collection:** Third Quarter data showed an average of file transfer cycle time of 52.8 min with a Z\_bench of 1.73.

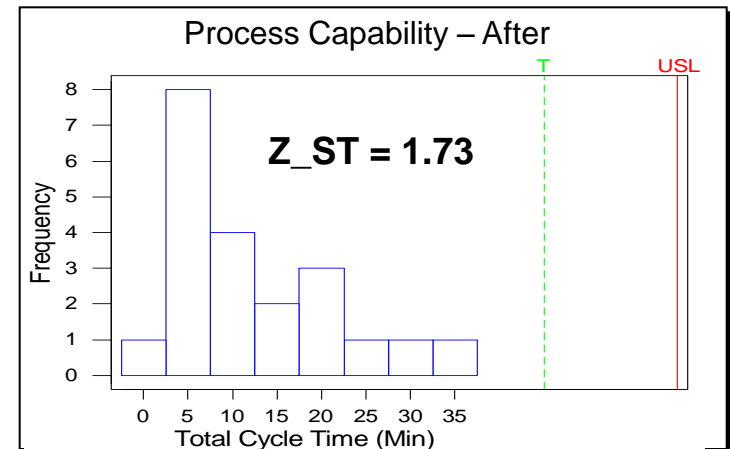
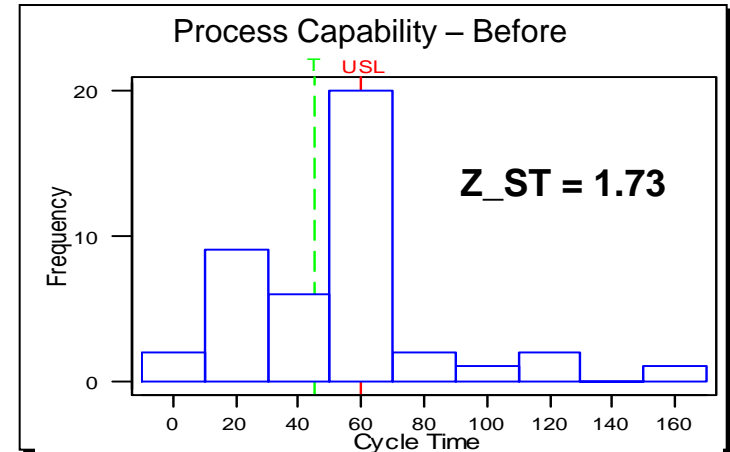
**Root Causes:** Data size, technician file transfer method and processes, and file transfer device were the main root causes identified by the analysis.

### **Improve & Control**

An automated file transfer software was implemented along with a faster file transfer device to reduce the cycle time. Automated reports are generated by the software and will be reviewed weekly for defects.

### **Results/Benefits**

File transfer transfer average was reduced from 52.8 to 12.3 minutes! This considerable reduced customer downtime and increase labor productivity.



**A Savings of US\$40K in 2003!**