



**GE Capital**  
*Information Technology Solutions*

---

---

# **Six Sigma in Action: Demonstrating Customer Value**

---

*Putting  
the power  
of GE  
behind IT*

Master Black Belt: Steven Bonacorsi



# Six Sigma in Action: Data Conversion Cycle Time

## Customer Profile – GE Aircraft Engines, Evandale, OH

### Business Problem & Impact

The data conversion process within the install process can take up to 5 or 6 hours to complete, requiring extra resources for refresh and installs.

### Measure & Analyze

**Data Collection:** Cycle times were measured (average was 90 minutes), then segmented by time of day, type and size of files, etc. to identify and isolate root causes.

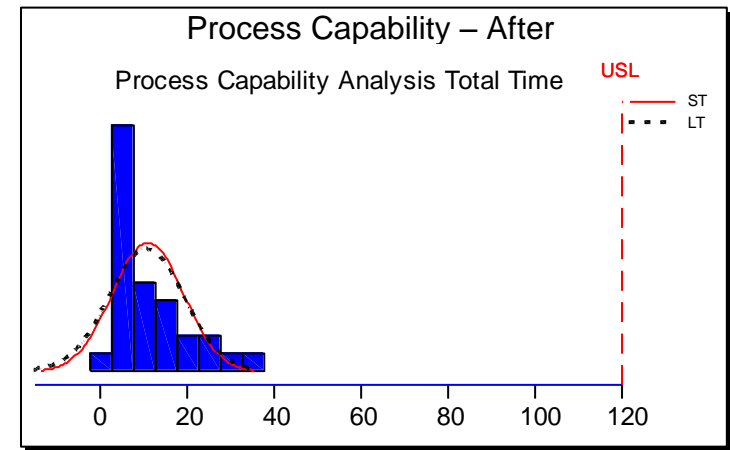
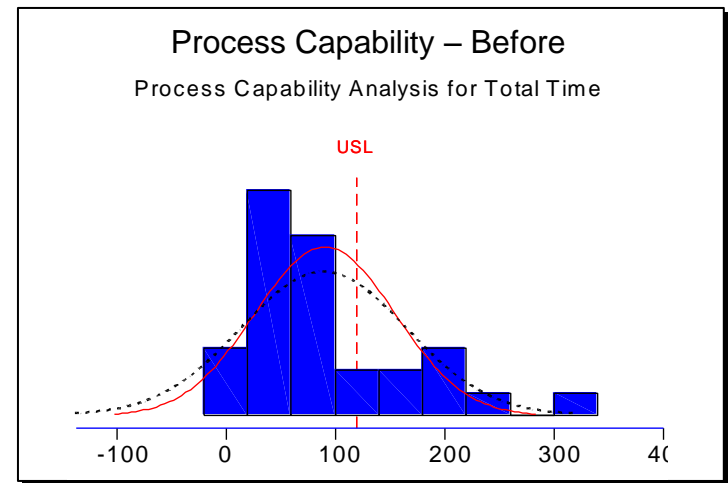
**Root Causes:** File sizes, network traffic, and obsolete compression processes were determined to be the major causes of process defects

### Improve & Control

Network issues were completely eliminated by utilizing direct PC connection to a mobile laptop and network crossover cables during setup. The ITS project leader developed the QuickBack 32 application to address data compression issues.

### Results/Benefits

Drastically improved cycle time, decreasing it from an average of 90 to 10 minutes. Span (longest cycle time) was reduced from 291 to 33 minutes. which lead to dramatic productivity savings for GEAE and ITS. Because one less technician was required for the PC install process, the client achieved a productivity savings of over \$83,000 annually, in addition to the cost avoidance of over \$90,000 from not having to hire additional personnel and an extra delivery van as originally scheduled. Also, end users were more satisfied with the overall install process.



**Increased client's staffing productivity by \$83K while improving performance!**