



GE Capital
Information Technology Solutions

Six Sigma in Action: Demonstrating Customer Value

*Putting
the power
of GE
behind IT*

**A Six Sigma in Action summary offers an example of the
value a Six Sigma project can bring to a customer.**

Master Black Belt: Steven Bonacorsi



Six Sigma in Action: Deployment Optimization

Customer Profile – 4100 Seat Hospital Medical Center Campus

Business Problem & Impact

Customer requested an improvement in workstation deployment output for a 2500 seat migration project.

Measure & Analyze

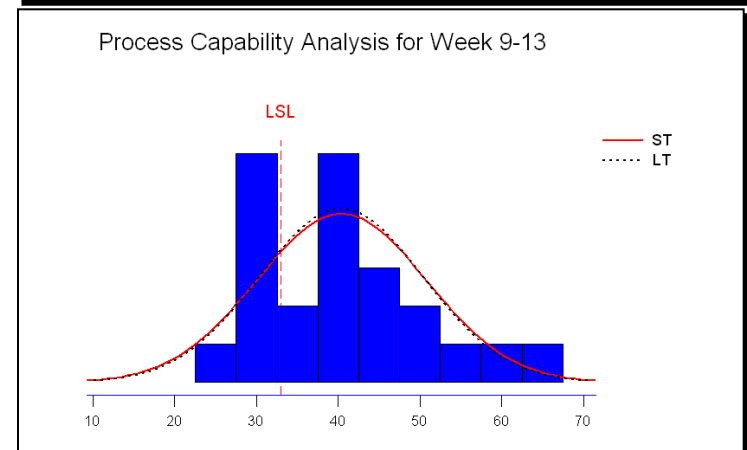
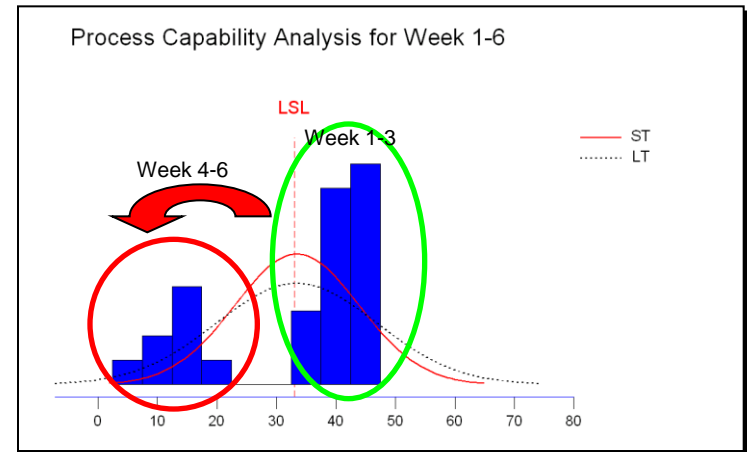
Daily workstation deployment output had dropped 63% from 40 to 15 per day, causing significant project delays. Statistical analysis proved that root causes were driven by system failures, as well as process failures.

Improve & Control

Improvements included instituting a GE ITS Project Manager, working directly with the customer to improve system failures impeding project output, as well as developing a dedicated extranet portal to eliminate delay-inducing communication gaps between the customer and GE ITS project teams.

Results/Benefits

Improved deployment yield 70%, bringing the project back to original timeline. These improvements included a direct savings to the client of **over \$300K**.



Improved Deployment Output 70% While Mitigating a \$300K Risk to the Customer!