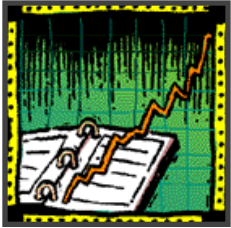


GE Information Services



**Marketing &
Sales**



**Purchasing/
Supplier**



**Logistics
Management**



**Financial
Services**



Client Quality Programs



GE Information Services



Provide Vision for Strategic Direction



- **Local Presence in 35 Countries**
 - Distributors
 - User Support Providers
- **Over 200 People Supporting Your Needs**
- **24x7 Escalation**
- **Global Support Services**



Americas
Rockville

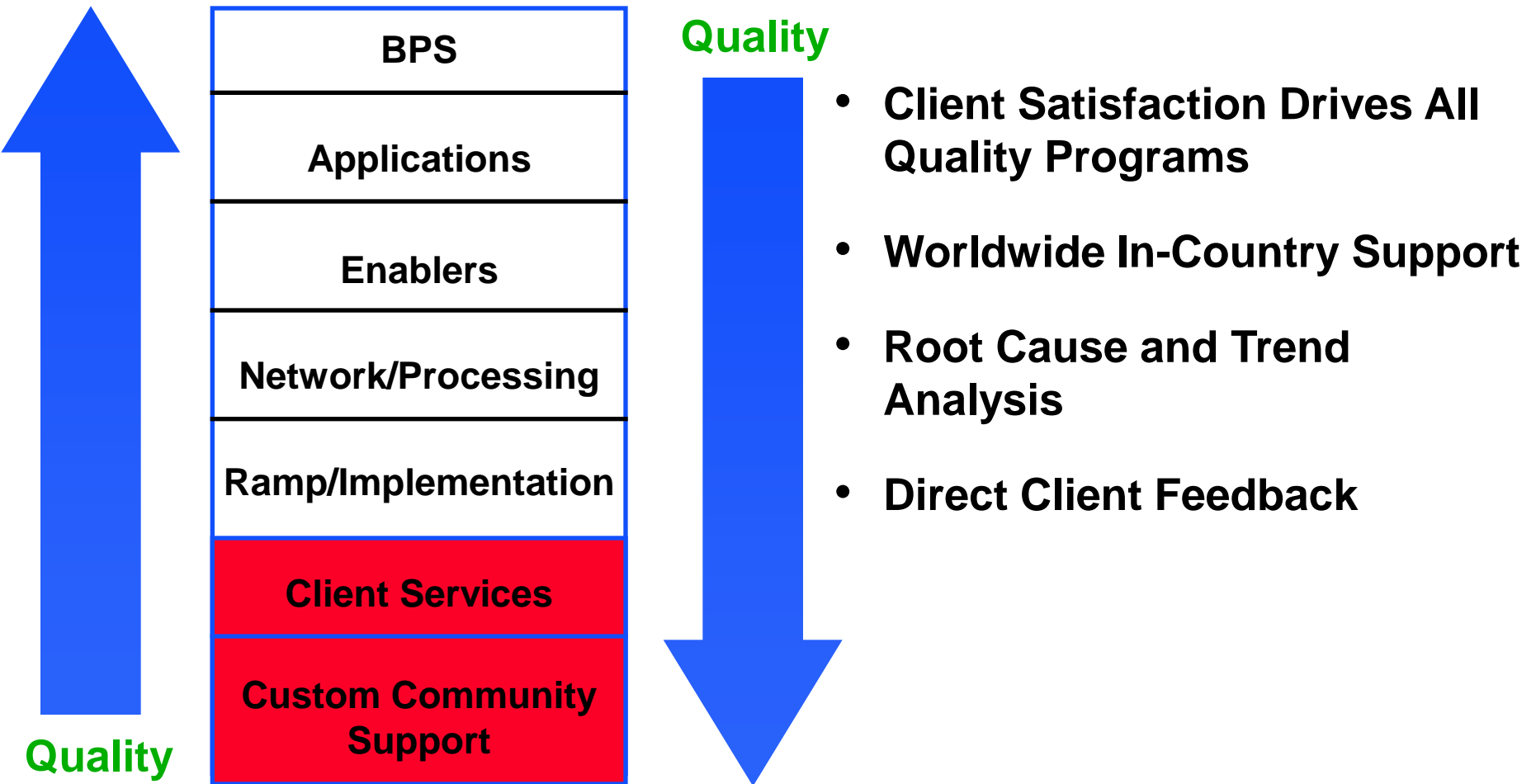
Europe
Amstelveen

Asia Pacific
Sydney

Global Support With A Local Touch



GE Information Services



CQP Provides a Solid Quality Foundation



Yesterday

- **Single User**
- **Productivity Tools**
- **Applications Driven**
- **Single Platform**
- **Proprietary Operating Systems**

Moving Forward

- **Interconnected Communities**
- **Mission Critical Applications**
- **Integrated Products**
- **Multiple Technologies**
- **Open Architectures**



Integrated Service Offerings

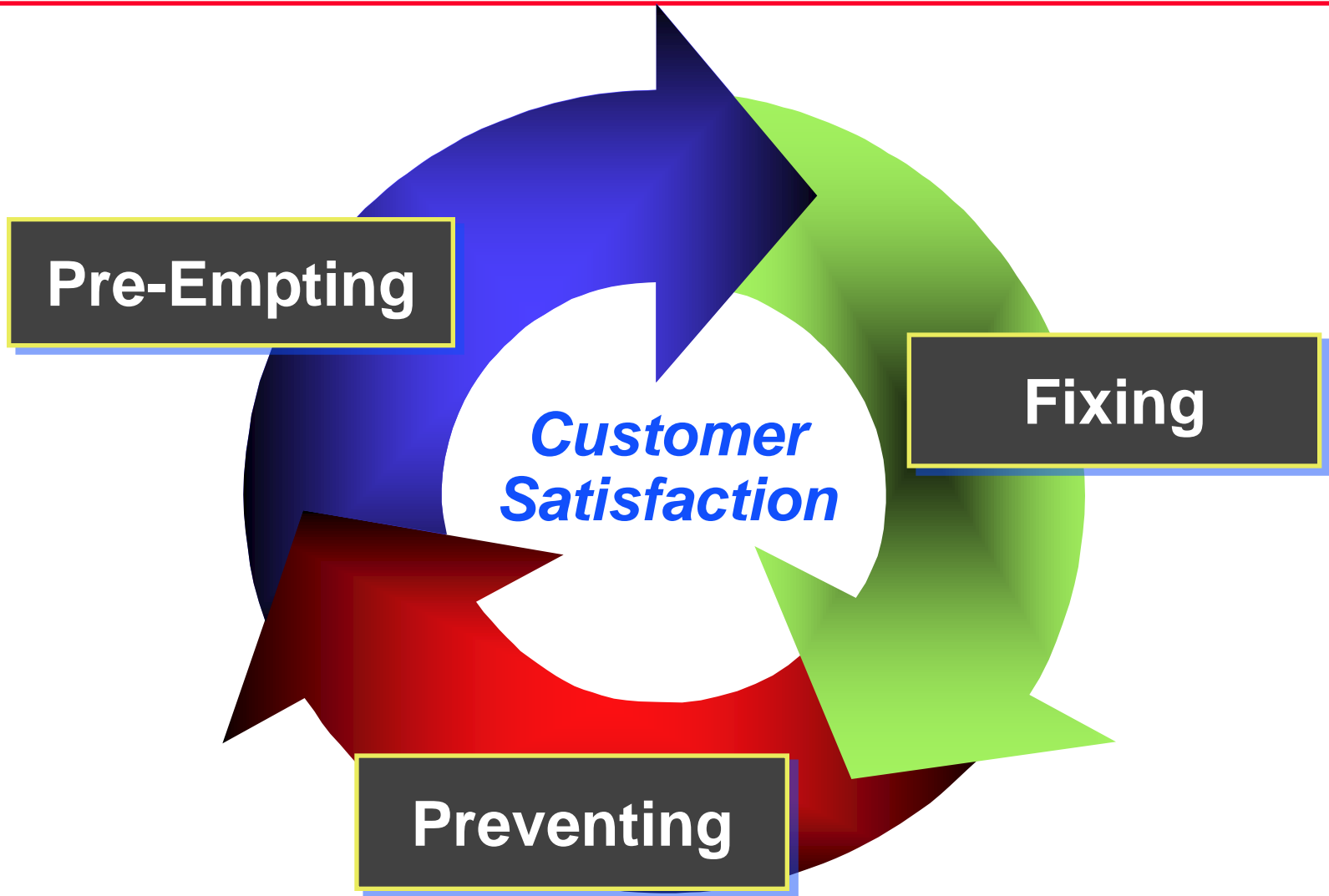
Increasing Diversity of Client Environment

Growing Complexity of Product Portfolio

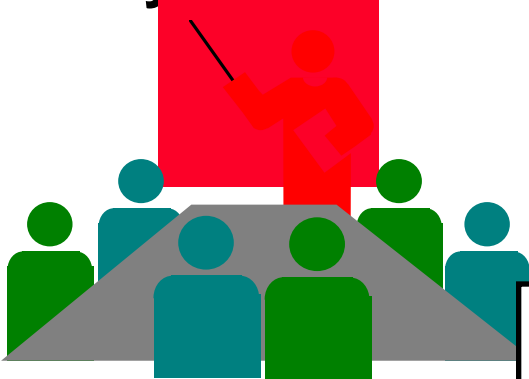
High Volume of Novice End Users

Complex and Contradictory Support Variables



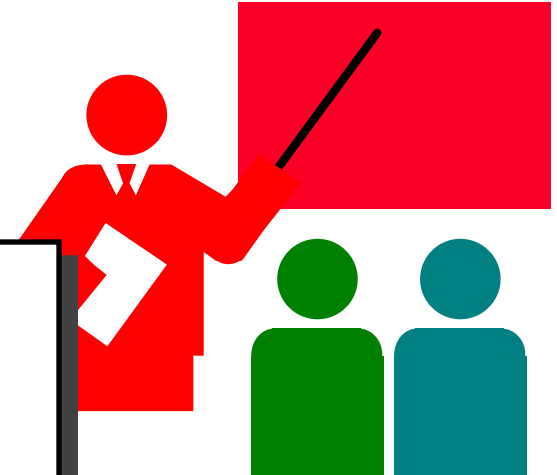


Quality Review Board



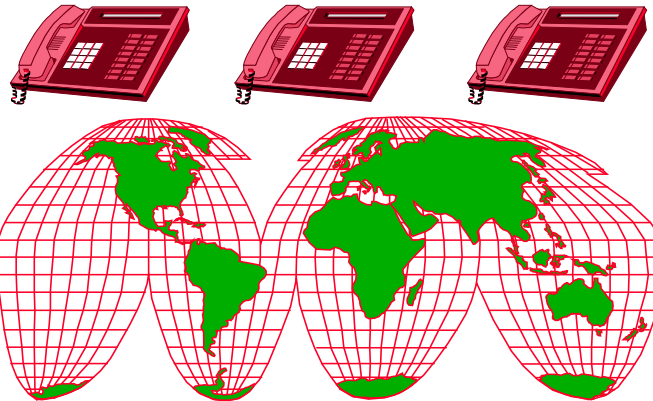
Focus on Pre-Emptying

Client*Talk



Focus on Preventing

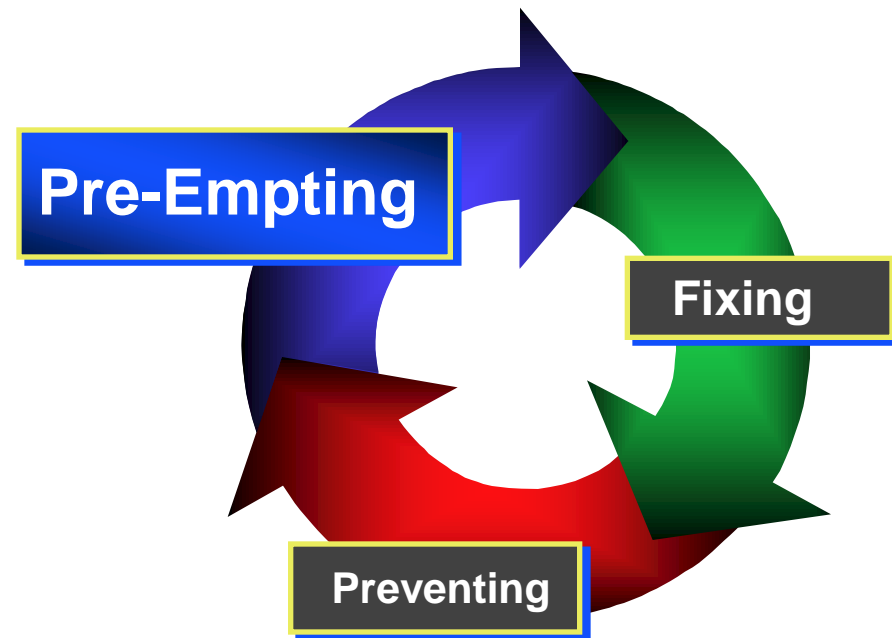
Morning Call



Focus on Fixing



- **Facilitates cross-functional review**
- **Ensures 'end-to-end' system availability**
- **Prepares the appropriate support infrastructure**
- **Triggers the 'green-light' for worldwide rollout**



Focus on Pre-Empting



Provides A Worldwide Daily Client Pulse

Escalation

Daily
Quality
Report

Worldwide Client Services

Global
Support
Services

Client
Services
North America

International
Europe

International
ASPAC

- Countries without a local GEIS presence
- Local service providers
- Clients

Client Services Desk

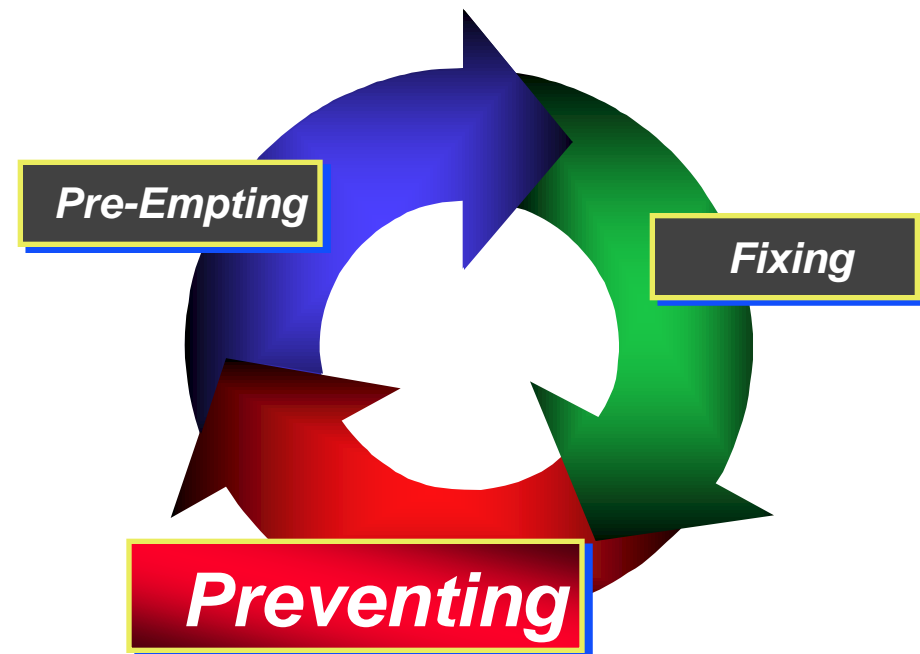
Client Concerns

Feedback

Focus on Fixing



- Incoming client calls logged
- Accessible worldwide to communicate problem status
- Closing code identifies product and cause of the problem
- Data leveraged to perform cause and trend analysis



Focus on Preventing



Customized Client Grades

- Customized daily 'Report Card'
- Service elements 'graded'
- Daily visibility company-wide

Date	Client	Grade
6/30/94	XYZ, Inc.	A
Availability		A
Response Time		A
Client Services Support		A
Sales Support		A
Software Quality		A
Training		A
Documentation		A
Implementation Support		A

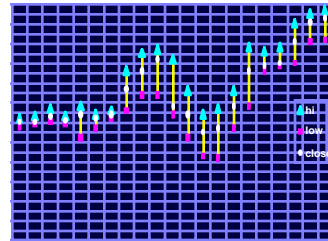


Client Work-Out

- Pre-determined topics
- Break-out groups
- Owners and completion dates

Client Impact Index

- Communicated daily
- Annual employee bonus



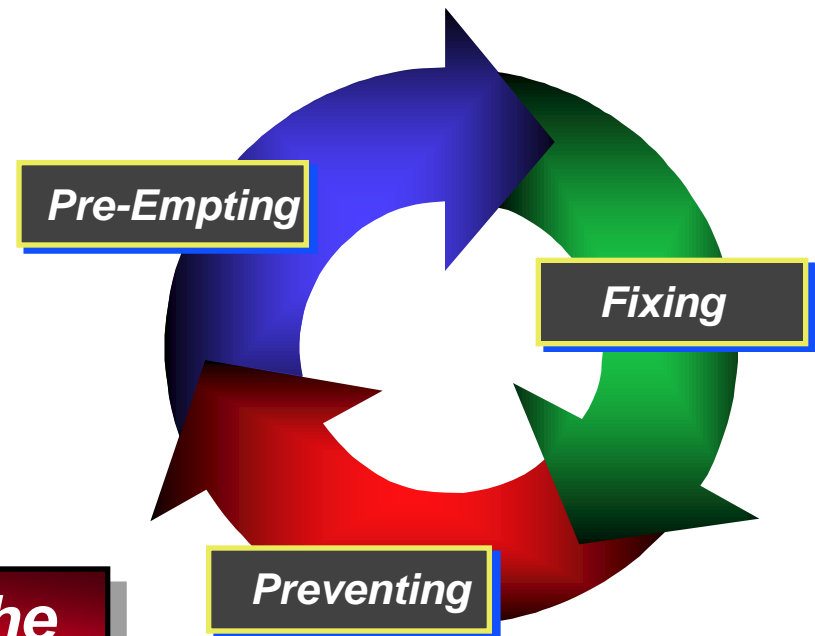
Global Satisfaction Survey

- Calibrates client's perceptions
- Drives functional goals/priorities
- Deployed quarterly



GE Information Services

- **Positioning GE Information Services, Inc. to proactively meet Clients' support needs**
- **Facilitating Client-driven product and process improvements**
- **Moving from internal measurements to quality as perceived by clients**
- **Six Sigma Adoption**



– **Jack Welch**
CEO GE Company

"The only truth in business is in the eye of your customer."



Thank you!

