

## GE Information Services



**Marketing &  
Sales**



**Purchasing/  
Supplier**



**Logistics  
Management**



**Financial  
Services**



**Quality : Six Sigma**



## Fundamentals of Six Sigma



**Measure Today's Process Capability**



**Benchmark Against "Best in Class"  
Attributes**



**Correct Errors in Current Process**



**Mainstream "World Class" Quality into  
GEIS Culture**



PCS (Postsales Client Support)

Today

60 Quality Call *Incidents*  
per Week

60 *Minutes* of System  
Down  
per Year

460 'Bad' CS *Calls* Per Day

6 $\sigma$  Quality

1 Quality Call Incident  
per Week

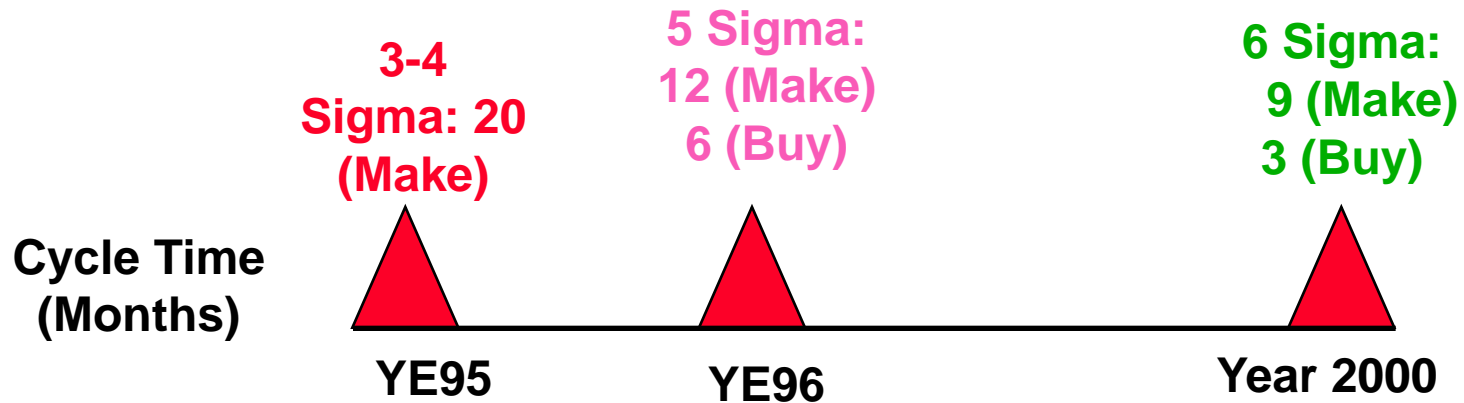
2 Minutes of System Down  
per Year

6 'Bad' CS *Calls* per Day

What Does Six Sigma Mean at GEIS?



### NPI (New Product Introduction)



**Goal of GEIS' Six Sigma Program**



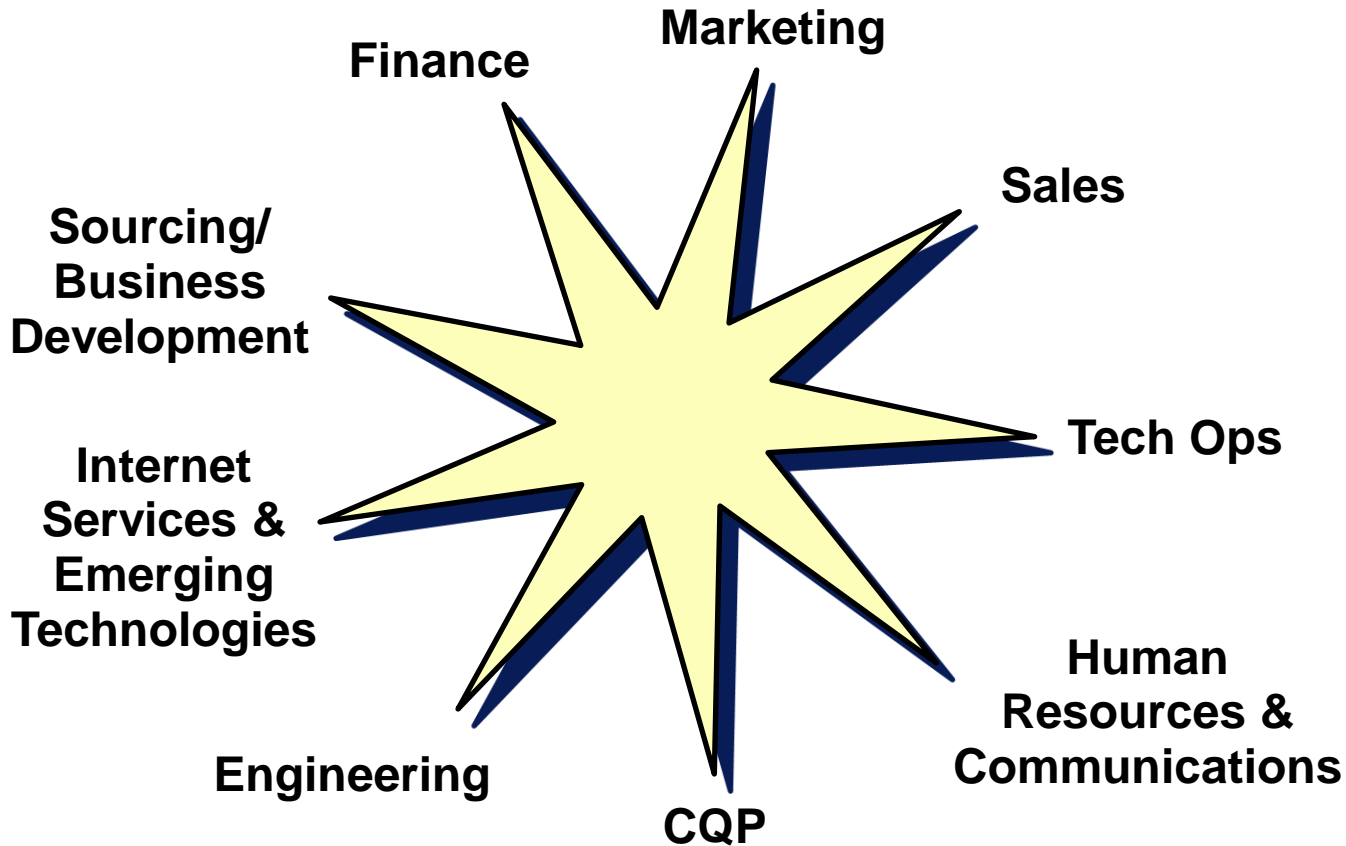
### *Dedicated Support for World Class Quality!*

#### Roles

- **10 Champions**
  - Provide Direction, Focus and Resources
- **18 Master Black Belts**
  - Train Black Belts and Lead Quality Teams
- **32 Black Belts**
  - Implement Process/Product Improvements



***A World Class Team for World Class Quality***



***Quality Embedded in the GEIS Culture***



Thank you!

