

PUSHING ALL THE RIGHT BUTTONS.

T-Systems has the ambition to become one of the world's Top 5 players in the ICT sector.

To achieve this, they launched a global 6 Sigma Programme to create a One-Company approach.

And selected one company to support it on the change journey.

'Celerant has accompanied us from the early pilot phase to where we are now with Six Sigma integrated in our everyday processes.'

Head of Operational Excellence

Operating in the highly competitive ICT market, with price pressures and increasing customer quality expectations, T-Systems has the ambition to become one of the world's Top 5 players. So it decided to implement a global Six Sigma programme that would create a One-Company approach to quality improvements - and deliver Operational Excellence and real Behavioural Change throughout the organisation.

Supporting every step

The programme began with a pilot of 10 projects in the ICT Operations Division and Celerant Consulting was asked to support the whole change journey by implementing an overarching programme governance, qualifying and developing internal resources and coaching projects to ensure benefits and project success.

Leveraging experience from all their past major deployments, Celerant's experts quickly set up an effective programme structure and supported the global roll-out in all the regions, engaging local management and ensuring the success of the new One-Company approach.

A strong focus on the development of internal talent then made it possible to hand over step-by-step responsibility to the client and bring the project to where it is now: An established, successful, global change and improvement programme. ■

RESULTS

- Significant process improvements have been achieved, impacting both service quality and cost.
- Customer satisfaction has risen by 20% according to an external survey.
- The focused development of internal resources has produced more than 20 Master Black Belts and 100 Black Belts.
- The One-Company programme has been rolled out in 20 countries.

