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[IBM Global Technology Services home](#) > [Americas home](#) > [American Express](#) > [News & information](#)

## Our Six Sigma program boasts 15 Black Belts

Driving significant change throughout the account.

The Six Sigma Program continues to grow, driving significant change throughout the American Express account, and becoming the benchmark for all of IBM.

Six Sigma is about making continuous process improvement in service areas where we impact our client. To date, we have trained Green Belts who actively participate in projects; Project Sponsors, who drive the teams and represent the interests of the organization; and Black Belts, who lead the project teams and challenge the IBM team on the American Express account to continuously improve.




Our account has 14 Black Belts who serve in the Six Sigma Program. Each person has gone through at least two weeks of training to learn the Six Sigma Methodology and each is leading at least one Black Belt project. These projects include:

- Improving operational excellence
- Improving key ID provisioning
- Improving operating system resource revalidation
- Reducing recovery time for systems outages
- Improving the request for service end-to-end
- Improving request for service requirements
- Reducing distributed server outage times
- Improving the project governance board process
- Improving the on-boarding process
- Improving help desk satisfaction

To learn more about Six Sigma, or to participate on a project team, contact [Loralee Kodzo \(kodzo@us.ibm.com\)](#) of IBM Global Business Services.

For more information about this article, please contact [Nancy Schubert \(xdschub@us.ibm.com\)](#).

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### Expert on this topic

Contact me regarding the Six Sigma program on the AXP account.



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Manager, Quality and Process Improvement, Six Sigma

### Our Black Belts

[Deborah Ball](#)  
[Tina Bottger](#)  
[Robin Counts\\*](#)  
[Dave Duvniak](#)  
[Stacy Fiedler](#)  
[Mike Faulds](#)  
[Fred Hetzel](#)  
[Jamie Marsnik](#)  
[Allyson Mattson](#)  
[Melissa Melancon](#)  
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[David Sanders](#)  
[Harry Schubert](#)  
[John Vousden](#)

\*Contractor

### Related information

[On the spot with Linda Sanford](#)  
Linda's comments reflect the dedication and best practices that our account has demonstrated for the deployment of Lean Six Sigma.