

Hertzler Systems Releases Case Study of Six Sigma in Financial Services

Hertzler Systems publishes case study outlining key issues in capturing and managing data for Six Sigma process improvement in a transactional and financial services environment.

Goshen, IN, February 22, 2007 – Hertzler Systems Inc., a leading provider of real-time [data acquisition and analytics software](#) (<http://www.hertzler.com/php/news.center/www.hertzler.com>) for Six Sigma, has published a case study focusing on key issues in deploying Six Sigma in a Financial Services environment.

The case study, [Building a Six Sigma Measurement System in Financial Services](#), (<http://www.hertzler.com/php/portfolio/case.study.detail.php?article=28>) explores how one company deployed and implemented Six Sigma projects within the context of a robust data systems infrastructure. According to the case study, this infrastructure was a fundamental first step in developing an effective transactional Six Sigma initiative.

According to Evan Miller, President of Hertzler Systems, data infrastructure is an often overlooked ingredient in Six Sigma and other process improvement methodologies. "We usually think of the transactional world as 'data rich'," he said, "but in fact they are often data poor. Frequently there is too much of the wrong data, or the data is dirty and needs hours of scrubbing, or it doesn't provide the detail that problem solvers really need."

"A weak data infrastructure forces black belts to spend hours doing the [Six Sigma Data Shuffle](#). (<http://www.hertzler.com/php/portfolio/white.paper.detail.php?article=24>) It is a huge waste of valuable resources," he stated. "A well-designed measurement system can provide belts with real-time access to inexpensive, clean, actionable data."

The [case study](#) is available for download at the company's web site.

About Hertzler Systems

Hertzler Systems provides seamless, accurate data acquisition solutions that drive business transformation. They have been in this business for over 20 years, with a diverse customer base in service, transactional and manufacturing environments. Their software and services enable clients to [connect](#), [collect](#) and [analyze data](#); building a robust data infrastructure for making data-driven decisions. These capabilities help clients to reduce costs, cycle time and errors, and increase profitability. Hertzler's clients include BAE Systems, Crown Audio, IDEX Corporation, McCormick & Company, Inc., Hormel Foods Corporation, and Titleist & Footjoy Worldwide, just to name a few.

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