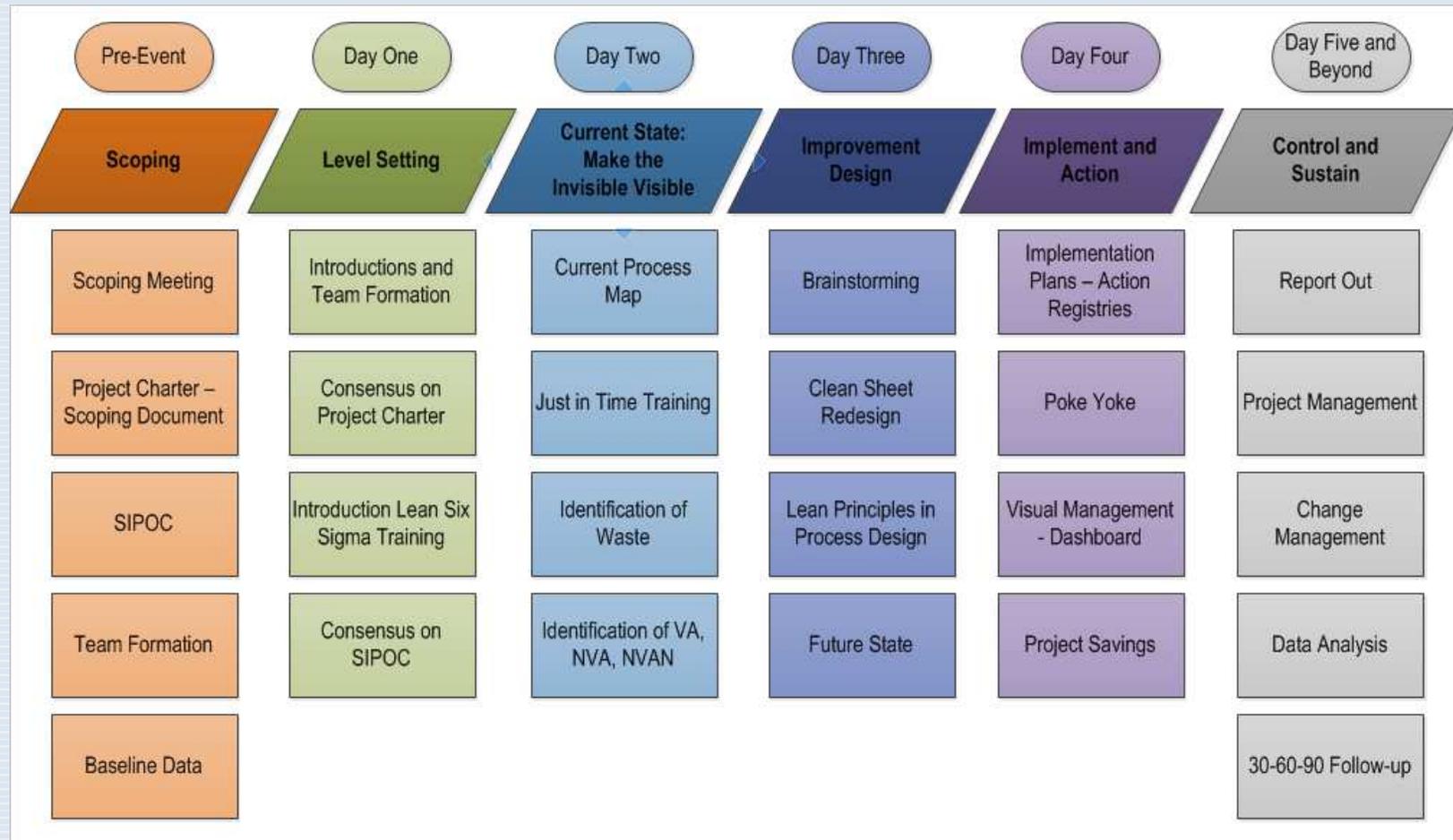


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SIPOC – Intro to Scoping

SIMPLER. FASTER. BETTER. LESS COSTLY.

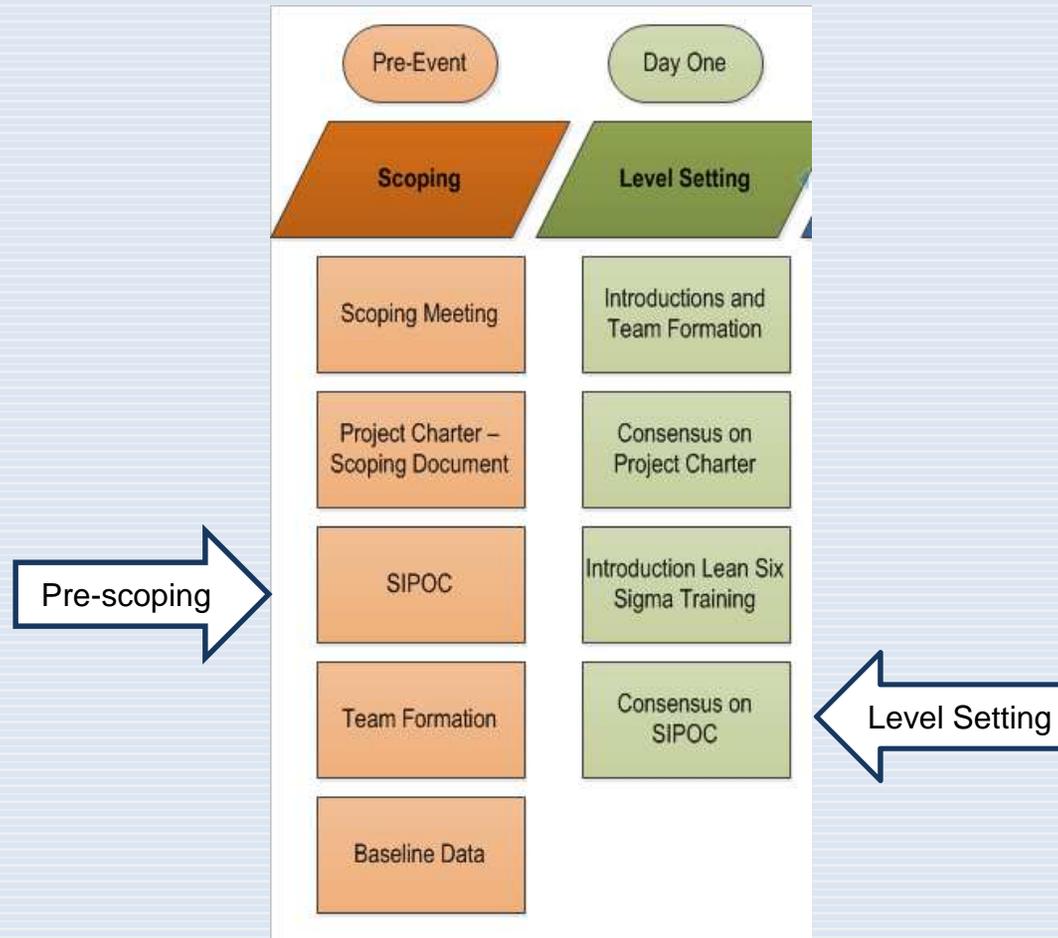
Lean Kaizen Flow



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Lean Kaizen Flow: SIPOC



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SIPOC

- SIPOC diagram is a type of process map used to identify the primary elements of a process
- It provides a macro view that brings together Suppliers, Inputs, Process, Outputs, and Customers

SIPOC

Suppliers	Inputs	Process	Outputs	Customers
Individuals or organizations that provide inputs to the process.	Material, information and/or services that are required by the process to produce the outputs	The step by step method that produces the output, defined at a very high level- only 4-5 steps	Products, information, services and/or decisions that are produced by the process	Those who receive the process output, pay for it or are directly impacted by the process output

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SIPOC: High Level View



SIPOC

- SIPOC: 50,000 Feet View



Business
Process
Map

- Business Process Map: 10,000 Feet View



Standard
Work

- Standard Work: 1,000 Feet View

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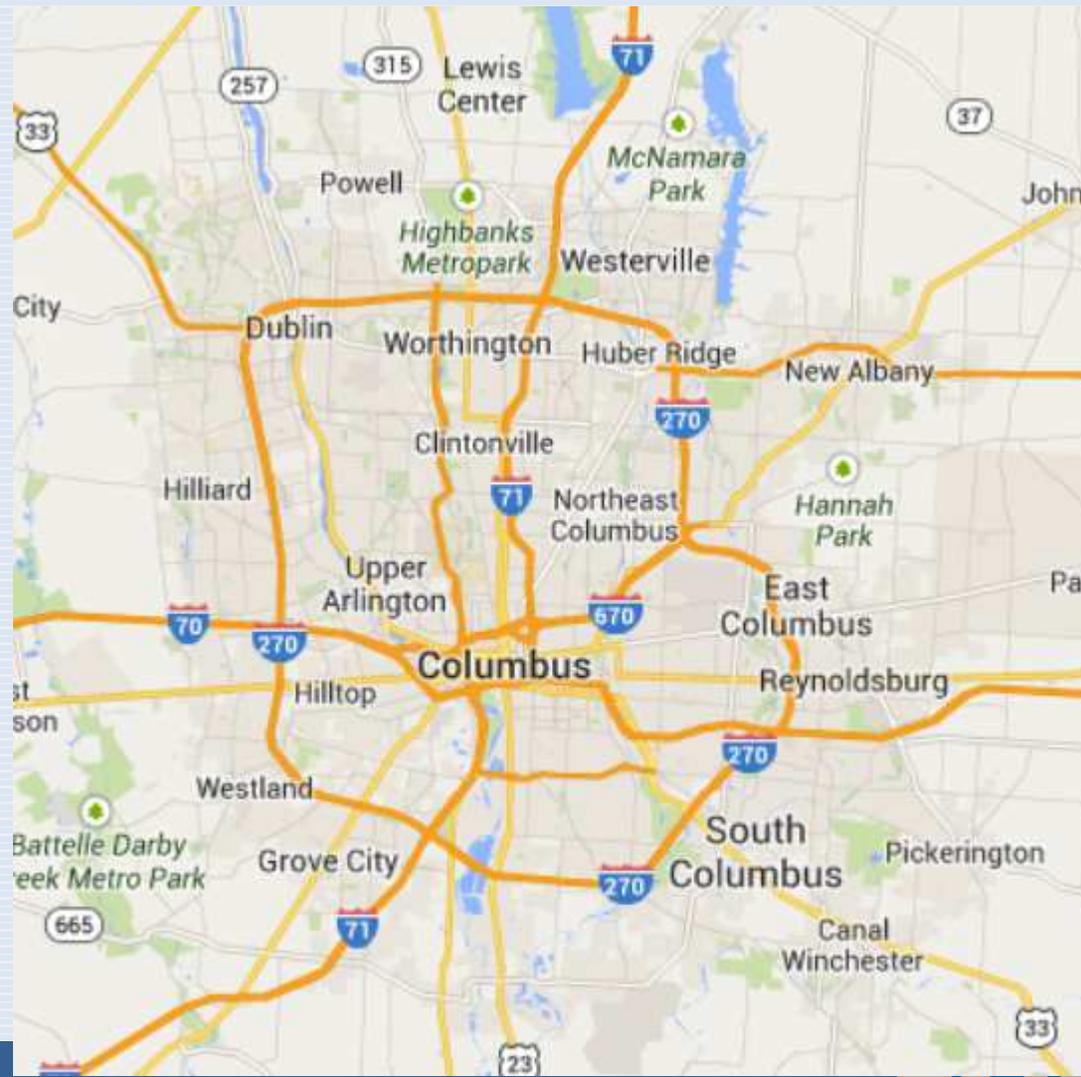
SIPOC – 50,000 Foot View



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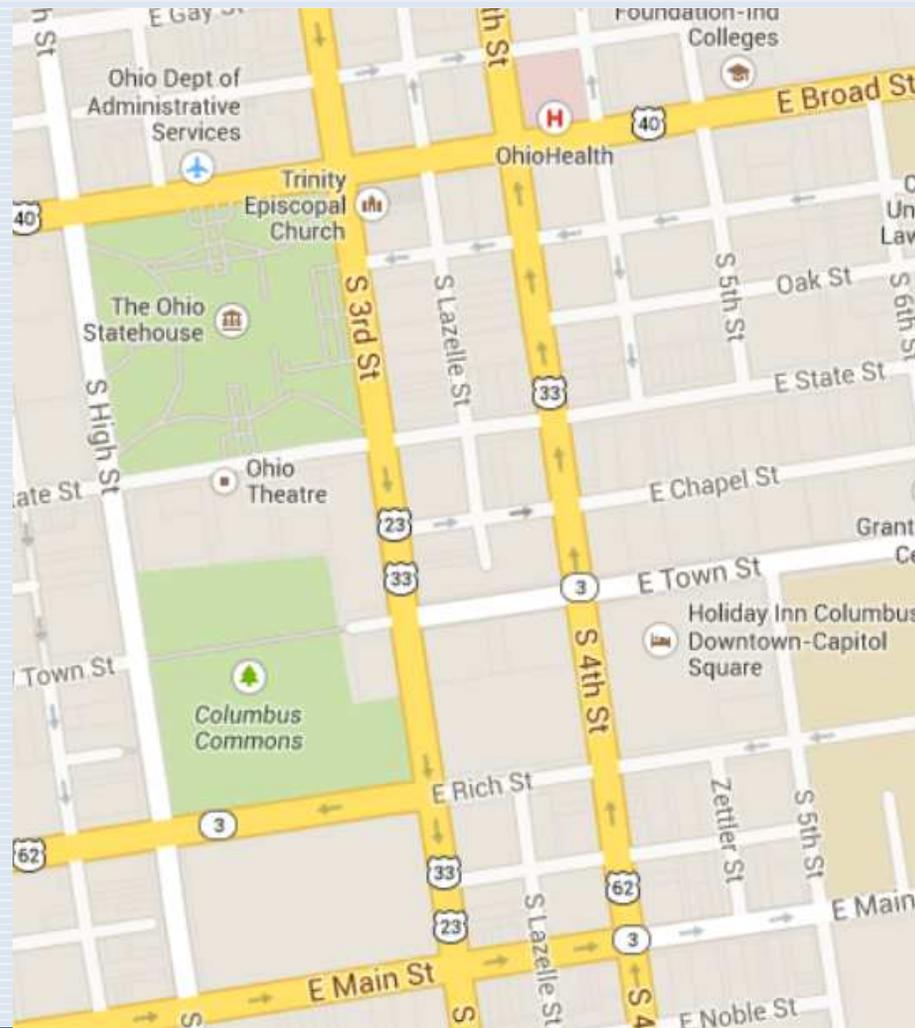
Process Mapping: 10,000 Foot View



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Standard Work – 1,000 Foot View



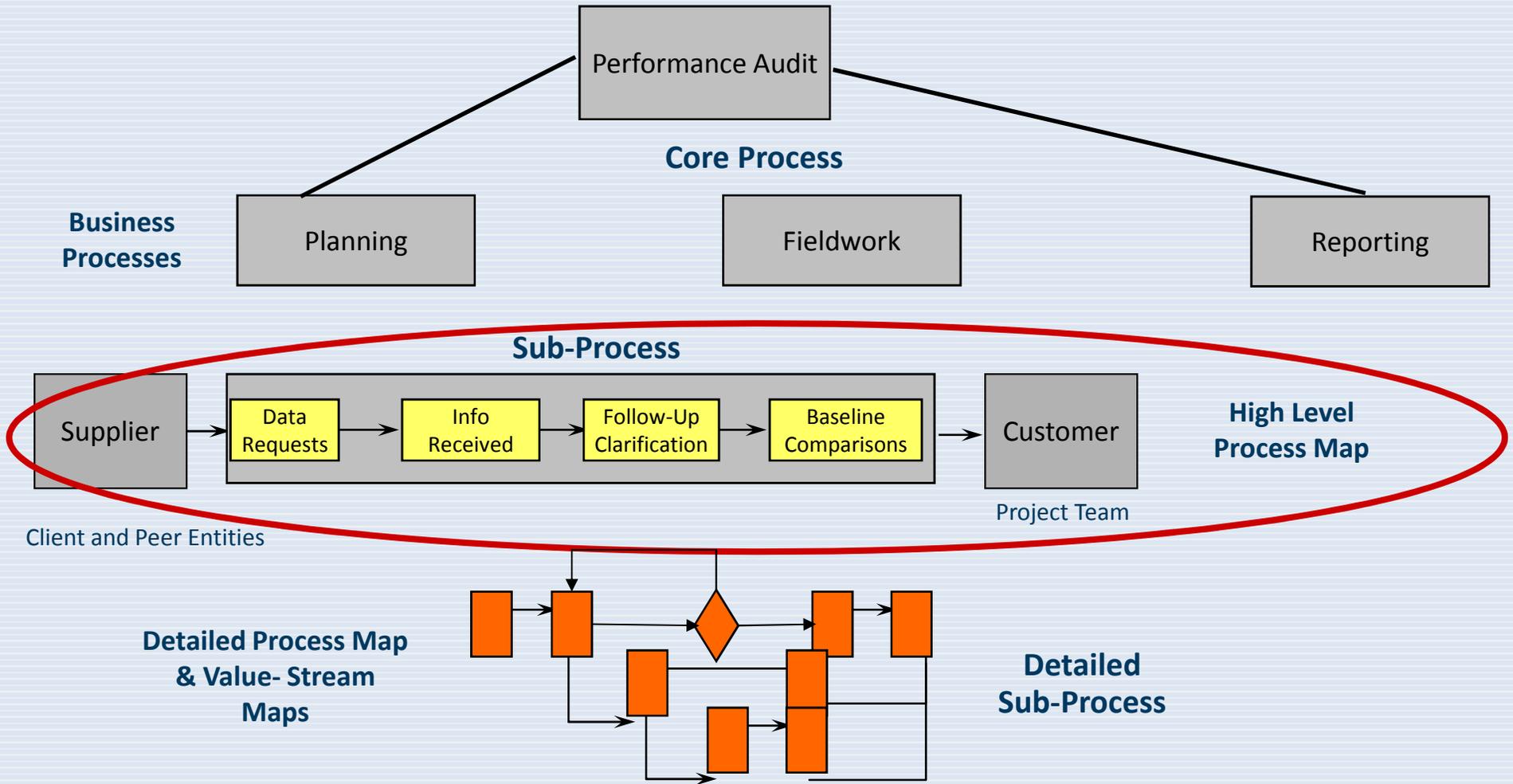
SIMPLER. FASTER. BETTER. LESS COSTLY.

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SIPOC Purpose

- Define and Document
- Identify scope
- Level Set
- Operational Definitions
- Key Terms
- Ensure it is a Process

Levels of a Process



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Developing a SIPOC

- Plan at least one hour to complete a SIPOC



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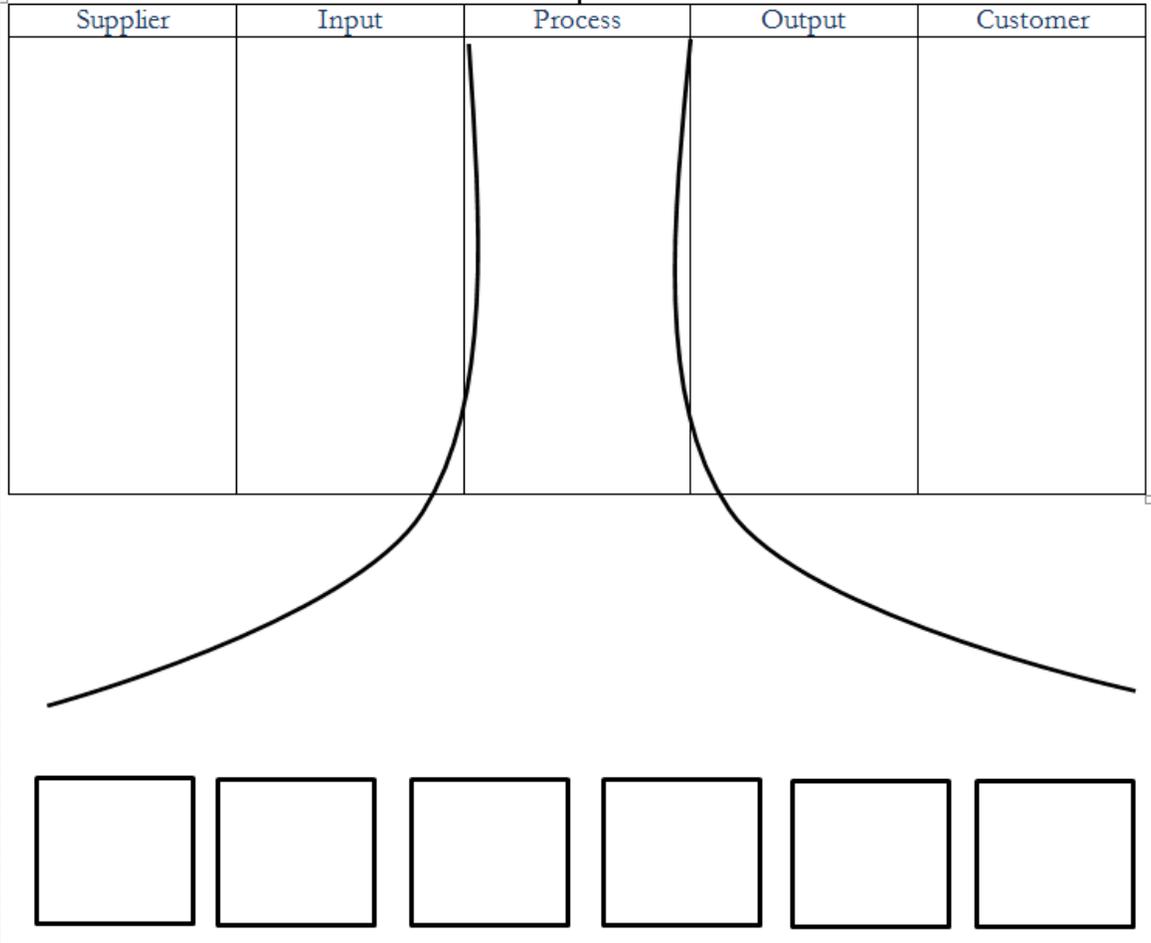
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Where to Start

- S: Supplier
- I: Inputs
- **P: Process**
- O: Outputs
- C: Customer

Always start with the Process!

SIPOC Visual



SIMPLER. FASTER. BETTER. LESS COSTLY.

SIPOC - Process

- High Level: 5-7 process steps
- Reach Consensus

Outputs

- Identify outputs
- Not all outputs are desirable

Output: Products, materials, services or information provided to customers (internal or external), from a process

Customer

- Identify the Customers
- Recipient of each output of your process

Customer is the recipient (person or department) of the process output (product, service or information)

Inputs

- Identify Inputs
- Review each step of the process map to determine what is necessary to complete the step

Inputs: The products, services and material obtained from suppliers to produce the outputs delivered to customers.

Suppliers

- List all of the suppliers who provide your inputs
- Don't forget customers are often suppliers

Suppliers: A source of materials, service or information input provided to a process.

SIPOC Example

The Process of filing your tax return



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Suppliers

Inputs

Process

Outputs

Customers

1) Collect tax
return info



2) Hire
accountant
and review
info



3) File return



4) Pay
accountant

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Suppliers

Inputs

Process

Outputs

Customers

1) Collect tax
return info



2) Hire
accountant
and review
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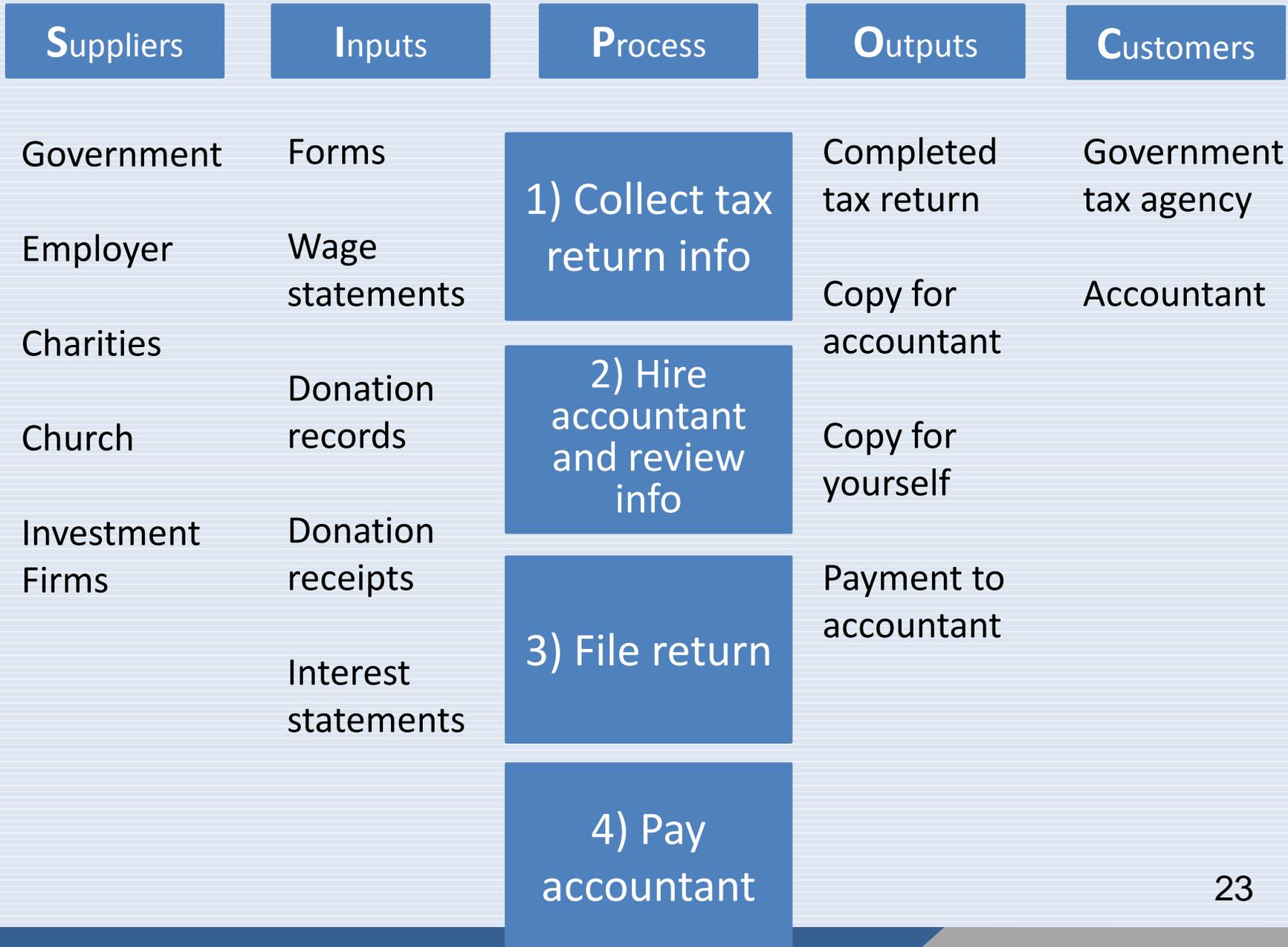
3) File return



4) Pay
accountant

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SIPOC Example



**“You can observe a lot just by
Watching”**

-Yogi Berra

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SIPOC Exercise

- In your groups – create a SIPOC for the DOP Application Processing Section
- Start with the Process