

SIPOC

THE FIRST “PICTURE” OF YOUR PROCESS

SIMPLER. FASTER. BETTER. LESS COSTLY.

LEAN**Ohio**

SIPOC – Why and What?

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

SIPOC Purpose:

The purpose of a SIPOC Diagram is to define and document:

- Suppliers
- Inputs/Requirements
- Key Process Steps
- Outputs/Requirements
- Customers

SIPOC Purpose:

- Additionally Benefits of SIPOC:
- Documents process name
- Process Owner
- Start/stop “triggers”
- Assumptions about the process
- Operational definitions of key terms
- Gets everyone on same page

SIPOC Time

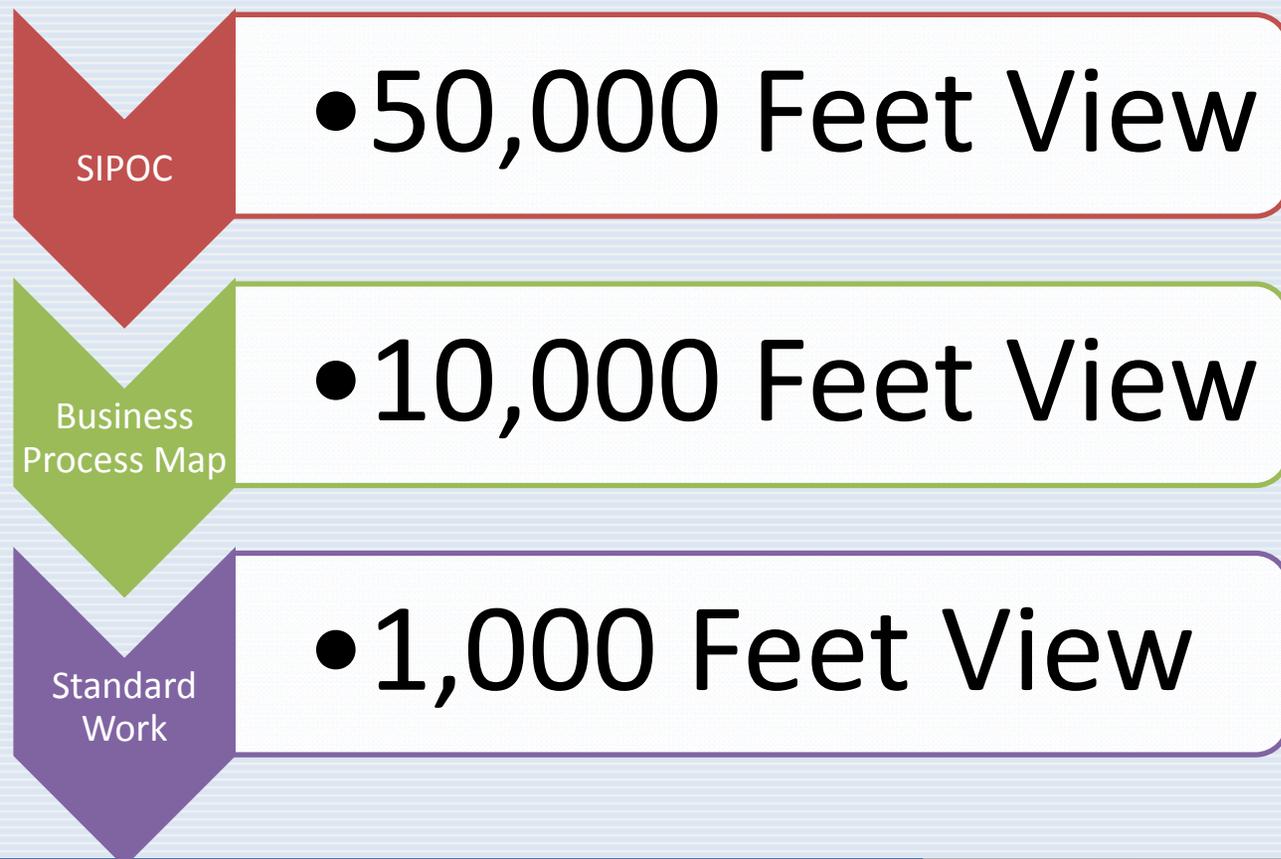
- Time: Plan at least one hour to complete a SIPOC
- Time can vary depending on complexity of process, knowledge of participants and previous experience creating SIPOCs

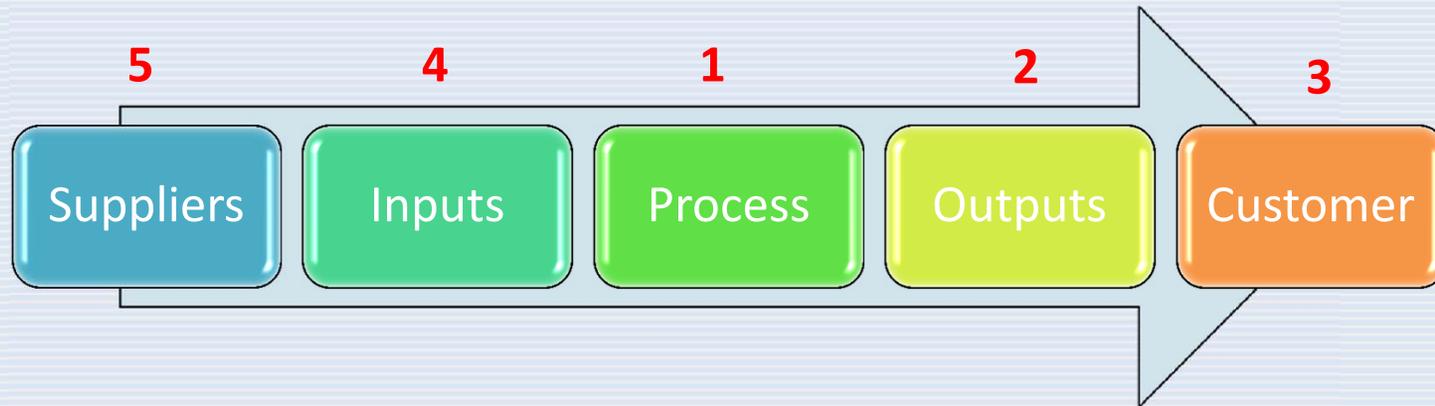
SIPOC Where to Start

- S: Supplier
 - I: Inputs
 - P: Process
 - O: Outputs
 - C: Customer
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- Where to start???
 - Always start with the Process!

Process

- SIPOC is a high level view of the process





- List the 5-7 key steps in the process being mapped
- List the outputs of each step of the process
- List the customers (internal and external)
- List the inputs into each step of the process
- List the supplier of each input of the process

Your job is to help them document their reality!

Process

- Keep it High Level: Only 5-7 steps for the process
- This activity also gives you the scope of your process
- Here is the tricky part: Make sure the team reaches consensus that you have created an accurate representation of the process before moving on

Outputs

- Outputs of the process are not only the product or service you are delivering
- Not all Outputs are desirable
- Outputs can include:
 - Paperwork,
 - Approvals
 - Scrap
 - And anything else that results from your process.

Customers

- Identify the Customers
- In most cases, the customer isn't the person who will eventually receive the product or service, but the recipients of each output of your process
- Think about where each output goes and you know who the customer is for your process

Inputs

- Identify Inputs
- Review each step of the process map to determine what is necessary to complete the step
- Inputs can include:
 - Materials
 - People
 - Machines
 - IT systems
 - Information
 - Or anything else that is necessary for the process to run

Suppliers

- Identify the Suppliers
- List all of the suppliers who provide your inputs
- These might include:
 - The company that supplies your widgets
 - The team that performed previous steps
 - Or the IT Department
 - Don't forget your customers; they are often suppliers to a process as well

Other things of Note

- Document any Parking Lot Activities
- Document Operational Definitions of Key terms
- Document any IT systems
- Reach consensus before moving on to the next steps
- SIPOC can be the beginning for many different projects
- Great for management that does not have time for a full process mapping event
- Makes the Invisible - visible

SIPOC

