1. What is a SIPOC?
   - SIPOC is a tool used to document a process at a high level and visually identify all process elements from start to finish.
   - The name is derived from the column headings of the SIPOC chart: Suppliers, Inputs, Process, Outputs, and Customers

2. Why use a SIPOC?
   - Provides detail on Activities, Connections and Flows.
   - Quickly identifies the process boundaries, the start and stop points.
   - Identifies the customers and suppliers of the process.
   - Identifies the inputs provided by the suppliers and the outputs used by the customer.
   - Simple tool to support process understanding.
   - Identifies where to collect data for CI efforts.

3. What factors are critical for SIPOC success?
   - The people working within the process, customers of the process, suppliers to the process, and subject matter experts are included in the analysis.
   - The process steps should be limited to the main high level steps, no more than 5-7.
   - Have a clear beginning and end to the process. The process must stay within the project scope.
   - The customer determines the successful output specifications or requirements.
   - Ensure all elements related to the problem statement are considered

4. How is a SIPOC used?
   - 1. Name and define the process
      - Be as specific as possible
      - Date for future reference
   - 2. Identify process boundaries, start and stop
      - Stay within the project scope
   - 3. List high level process scope
      - Keep the steps high level
      - No more than 5-7 total steps
   - 4. List the process outputs
      - Outputs are the result of the process
      - Outputs can be information, decisions, products, or services
      - Each output should have measurable requirements or metrics
   - 5. Identify the customers of each output
      - Customers are anyone who uses and puts requirements on the outputs
      - Some outputs may have more than one customer
   - 6. List the process inputs
      - What is required to produce the outputs?
      - What triggers the start of the process?
      - Inputs can be raw material, documents, information, labor, or ideas
      - Each Input should have measurable requirements or metrics
   - 7. Identify the suppliers of each input
      - Where does each of the inputs come from?
      - Document whether the supplier is internal or external
   - 8. Confirm by walking the actual process
      - Modify as necessary

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**SIPOC Title/Description**

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