

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: **S**uppliers, **I**ntputs, **P**rocess, **O**utputs, and **C**ustomers

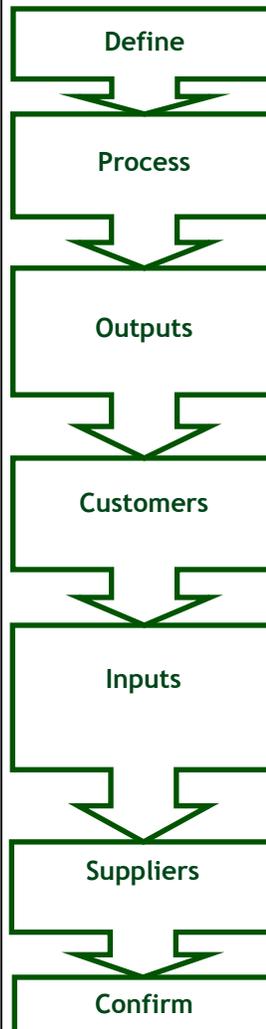
2. Why use a SIPOC?

- 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 steps

- 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

SIPOC Title/Description				
S	I	P	O	C
Suppliers	Inputs	High-Level Process Steps	Outputs	Customers
		2 Start		
	6		4	
7		3		5
		2 Stop		
	Metrics		Metrics	
	6		4	