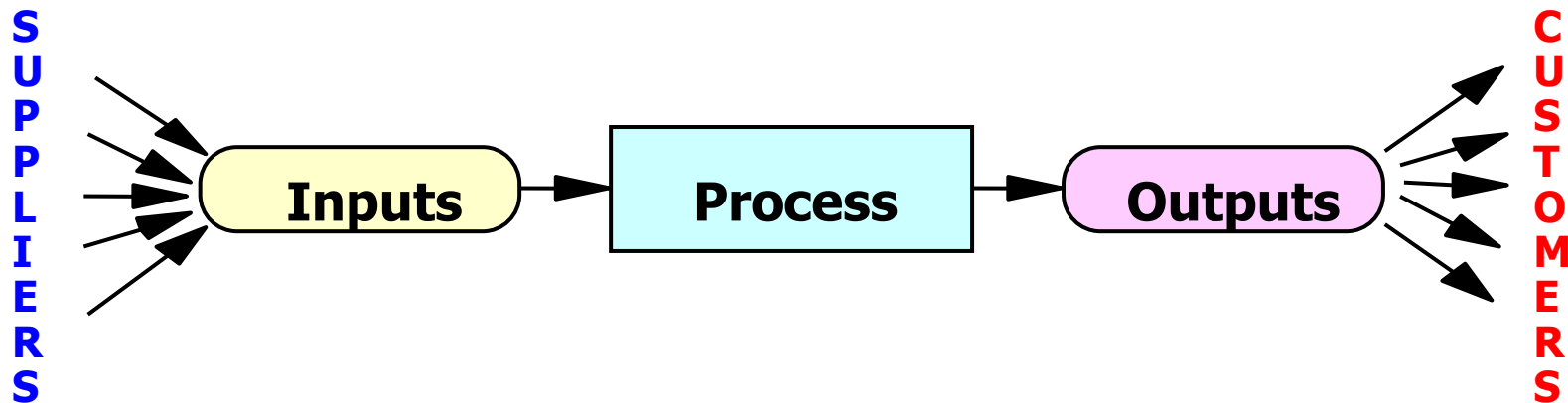


SIPOC

SixSigmaTV.Net

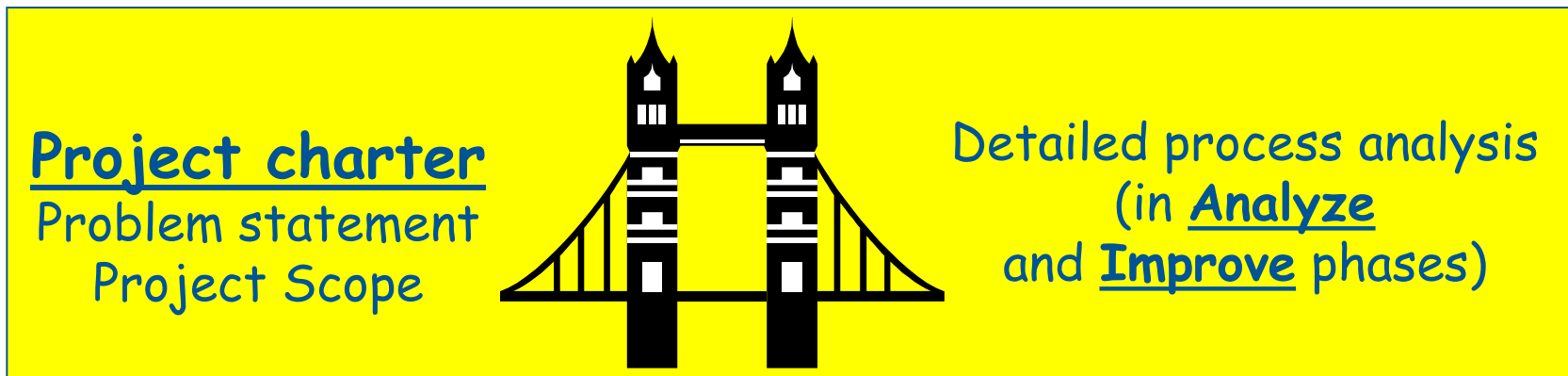
SIPOC

- A high-level map of a process
- A tool that allows a team to see their target process in relation to all needed inputs, outputs, and suppliers
 - Shows process boundaries
 - Identifies relationship between suppliers, inputs and the process
 - Determines key customers



Why Develop Such a Map?

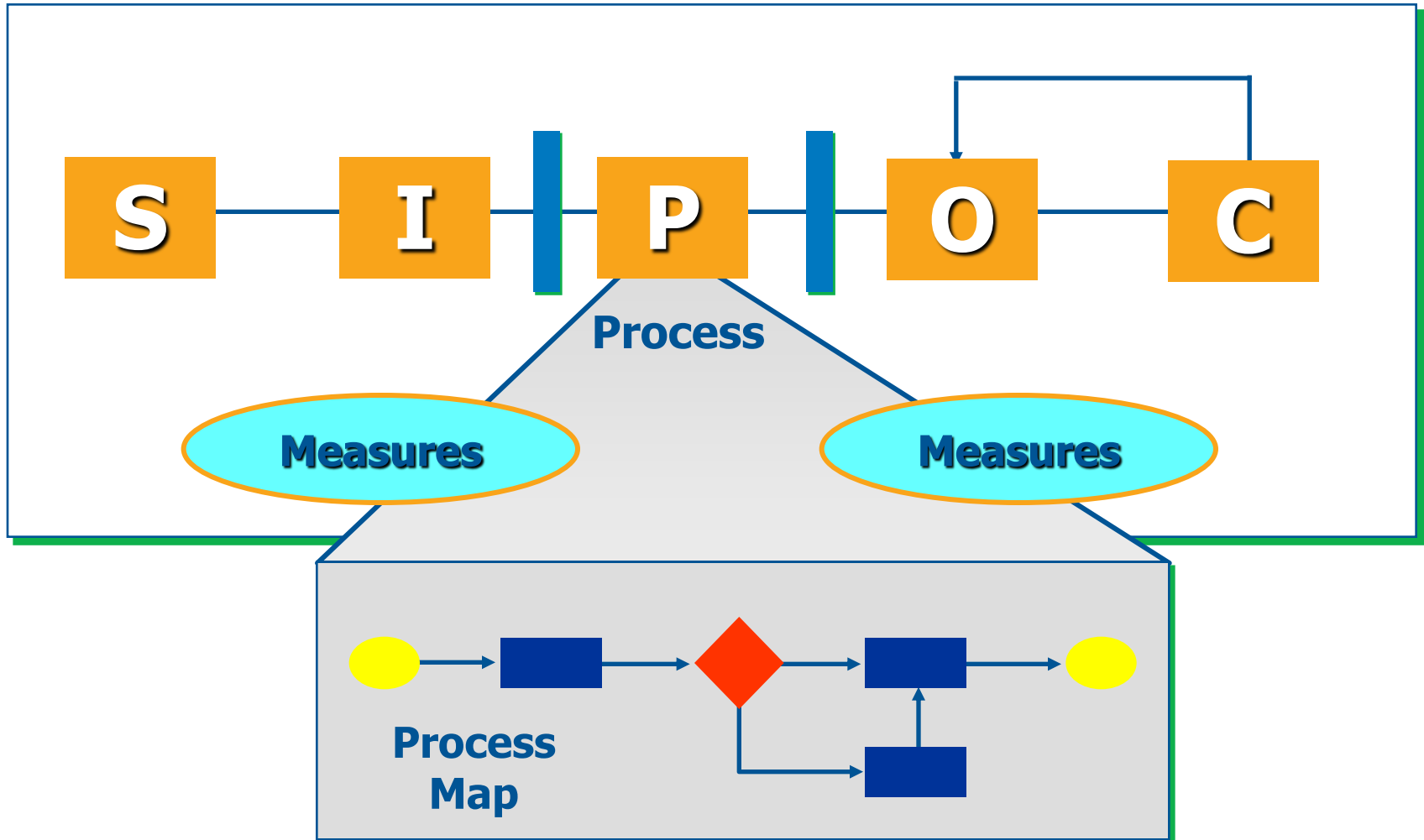
- Helps the team understand the process
- Validates the project scope
- Provides focus for the team
- Helps identify areas that are within (as well as beyond) your control.
- Serves as a communication tool to clarify the process to others, both internally and externally
- Creates a bridge between project charter and later work



SIPOC: Questions To Consider

- **Purpose**
 - Why does this process exist?
 - What is the purpose of this process?
 - What is the outcome?
- **Customers**
 - Who uses the products from this process?
 - Who are the customers of this process?
- **Outputs**
 - What product does this process make?
 - What are the outputs of this process?
 - At what point does this process end?
- **Process**
 - What happens to each input?
 - What conversion activities take place?
- **Inputs/Suppliers**
 - Where does the information or material you work on come from?
 - Who are your suppliers?
 - What do they supply?
 - Where do they affect the process flow?
 - What effect do they have on the process and on the outcome?

Elements of a SIPOC



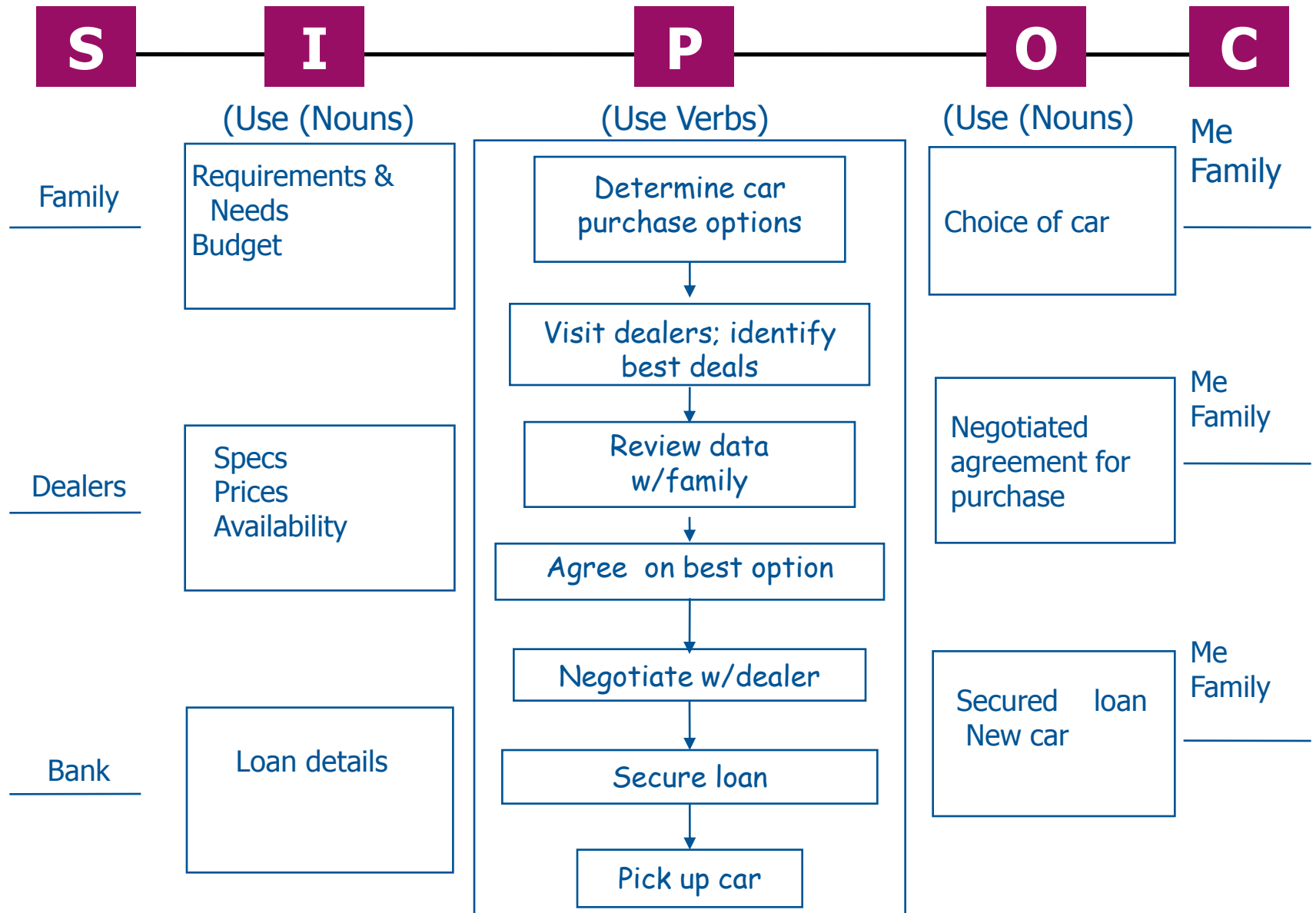
Elements of a SIPOC

- Supplier: A person or organization that provides the inputs to your process.
- Input: Materials, resources and data required to execute your process.
- Process: A collection of activities that takes one or more kinds of input and creates output that is of value to the customer.
- Output: The tangible products or services that result from the process – should satisfy customer need.
- Customer: A person or organization receives the outputs of your process - internal or external.
- Boundary: The limits of a particular process, usually identified by the inputs and outputs, that separate what is outside the process – where it starts and stops.

Steps to Building a SIPOC

1. Identify the process (i.e. the "**P**" in SIPOC)
Name it and agree on beginning and end boundaries (5-10 high-level steps)
2. Specify the "**O**" (primary outputs) and the "**C**" customers receiving them
Use **nouns** for outputs (e.g., sales call, quotation, etc.)
3. Fill in the process steps under "**P**"... Some practical suggestions...
Involve the whole team (brainstorming)
Team members write process steps on cards and post on wall
One step per card
Begin all steps with a verb
Don't try to establish order or discuss process steps in detail
4. Identify critical inputs which affect the quality of the process ("**I**").
5. For each input, identify the "supplier" who provides it ("**S**").
6. Validate the map
Does it represent how things **actually work** today (not how you think it is, or how it should be)?

SIPOC: Example



Validating the SIPOC

- Compare your SIPOC against your project scope
- Look for areas out of your control or beyond the scope of your project
- Make sure the scope of the project and the boundaries of the process map are in alignment
- If you need to change the project's scope, be sure to get approval from key stakeholders before proceeding with your improvement project

