

SIPOC

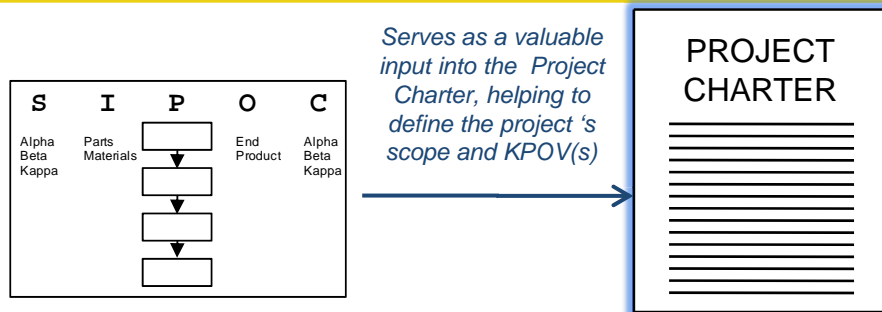
When to Use

- Use a SIPOC to create a high-level summary of a processes' steps as well as its key suppliers, inputs, outputs, and customers
- Use to help define the project's scope
- Use to help define key measures of process performance: Key Process Output Variables (KPOVs)
- Use as a communication tool, providing a quick, easily understood high-level overview of the process

Helpful Hints

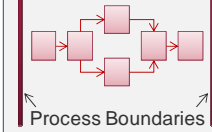
- Keep the "Process" to no more than 5–7 steps. You want to portray an overall picture of the major actions that occur in the process, not delve into details
- Define process steps in verb-noun terms (e.g. "transfer data"). Don't use names of people or departments

Related Tools



Description

- "SIPOC" is an acronym for: Suppliers, Inputs, Process, Outputs, and Customers
- It is a tool in the process mapping family, typically constructed as a one-page document, keeping the "Process" to a high-level of no more than 5–7 steps

Suppliers	Inputs	Process	Outputs	Customers
Providers of the required resources	Resources required by the process	<p>Top-level description of the activity</p> 	<p>Deliverables from the process</p> <hr/> <p>KPOVs</p> <ul style="list-style-type: none"> • Quality • Cost • Speed 	Anyone who receives a deliverable from the process

- It provides a valuable one-page picture summarizing the boundaries and key elements of a process
- Defining a complex process in terms of a few high-level steps is often challenging, but very valuable in developing awareness of the basic functions within the process
- Note: A template is not provided for this tool, because experience has shown pre-defined process map related templates often inhibit the capture of the "true" process steps and flow

SIPOC (Cont.)

Step by Step Instructions

- 1 Put headers at the top of your SIPOC, including:
 - ❑ Process Name: Name of the process that you are working within
 - ❑ Process Owner: Name of the individual with accountability for process performance
 - ❑ Location: Physical location of the process
 - ❑ Revision Date: Date the SIPOC was last updated
- 2 Begin constructing the “Process” section by identifying the start and end points (boundaries) of the process, relative to your project scope
- 3 Define the 5-7 high-level steps, which provide a complete picture of the process flow. Record them in the center of the “Process” section, between the defined boundaries
- 4 Identify and record the “Outputs” of the process
 - ❑ It is often useful to ask: “What deliverables does the process provide to its customers?”
- 5 Identify and record the “Customers” of the process. Any party – a person or larger group – who receives a deliverable from the process should be considered a customer
- 6 Identify the KPOVs (Key Process Output Variables) of the process, highlighting those which the project will focus on
 - ❑ KPOVs typically fall under the categories of Quality, Cost, or Speed, but sometimes they are linked to other categories such as Safety, Regulatory, or Environmental
 - ❑ KPOVs should be defined in specific and measurable terms, with targets and tolerance limits. For instance the customer need of “fast delivery”, when translated into a KPOV may become: “Cycle time from customer order to customer receipt, with a target of 1 day and an upper specification limit of 2.5 days”
- 7 Identify and record the key “Inputs” to the process
 - ❑ It is often useful to ask: “What resources does the process require to operate?”
- 8 Identify and record the key “Suppliers” for each input
 - ❑ It is helpful to record the supplier across from the input it provides
- 9 Review the completed SIPOC with key process performers and stakeholders, to ensure it reflects the “true” process

