

# SIPOC Diagram



## SIPOC DIAGRAM

Larin cookie factory is working on process improvement activities. During the Define phase, the team needs to develop a SIPOC to know how a chocolate chips manufacturing process serves the customer and summarizes inputs and outputs of a process in a visual format.

- **Identify the process:** Chocolate chip cookie manufacturing process.
- **Define the process steps:** Following are the high-level process.
  - Input goods inspection
  - Meltdown chocolate blocks in warmers
  - Add ingredients into the cookie paste
  - Molding verification
  - Cookie line production and packing
- **List down the Outputs:** The following are the outputs at various stages.
  - Approved batches of cookie blocks and ingredients
  - Cookie paste
  - Chocolate chips
  - Acceptable chocolate chips
  - Packaged chocolate chip cookie
- **Identify the Customers:** Wholesalers and Retailers.

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•**Determine the Inputs required for the process:** Following are the inputs required at various stages of operations

- Flour, sugar, lecithin, preservatives, and raw chocolate blocks
- Coating ingredients
- Molds
- Cookie Paste & Ingredients
- Chocolate Chips

•**Identify the Suppliers:** Following are the suppliers – Mawa Inc and Izta Ingredients Inc provide inputs for the manufacturing unit.

•**Validate diagram:** Finally, validate it with relevant stakeholders within the organization.



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### Chocolate chip cookie process

