

# 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.

#### SIPOC DIAGRAM

- •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 Iztla Ingredients Inc provide inputs for the manufacturing unit.
- •Validate diagram: Finally, validate it with relevant stakeholders within the organization.



## SIPOC DIAGRAM

## Chocolate chip cookie process

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Suppliers	Inputs	Process	Outputs	Customers
Mawa Inc	Cookie Paste & Ingredients	Goods inspection	Approved batch and ingredients	Quality and Production
Iztla Ingredients Inc	Flour, sugar, lecithin, preservatives, and raw chocolate blocks	Mixing	Cookie paste	Mixing department
Iztla Ingredients Inc	Chocolate Chips	Add chips to mix	Chocolate chip cookie paste mix	Demolding area
Warehouse / Materials Room	Molds	Production and molding	Acceptable product , demolding	Packaging line
		Packaging	Finished good ready for delivery	Wholesaler and Retailers