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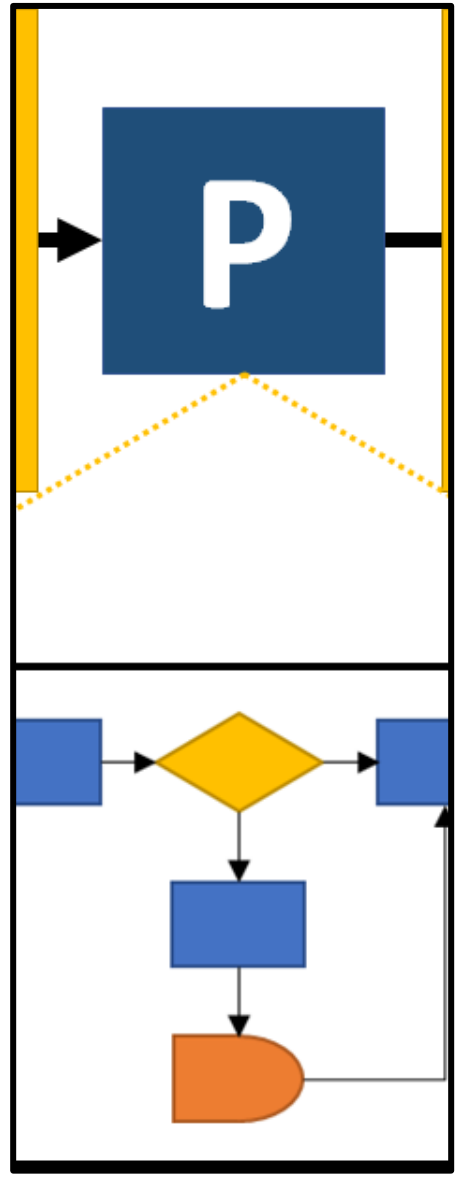
# SIPOC Diagram

# Agenda

1. SIPOS Diagram: What is it ?
2. SIPOC Diagram purpose and benefits ?
3. Construction
4. Takeaways

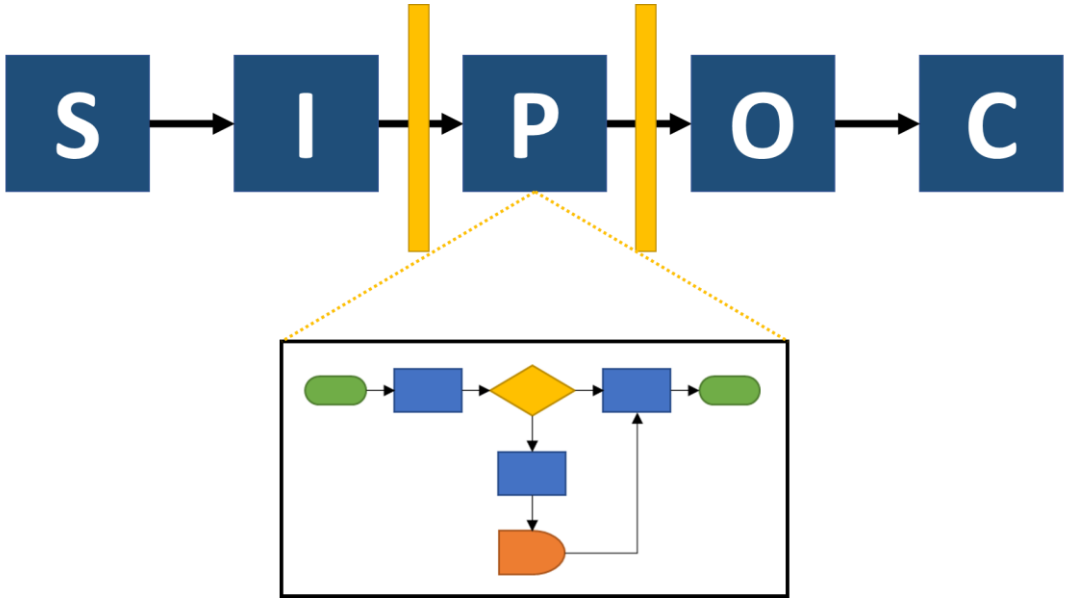


# Introduction

## What is it ?

Tool used to identify all **relevant elements** of a process improvement project **before** work begins.

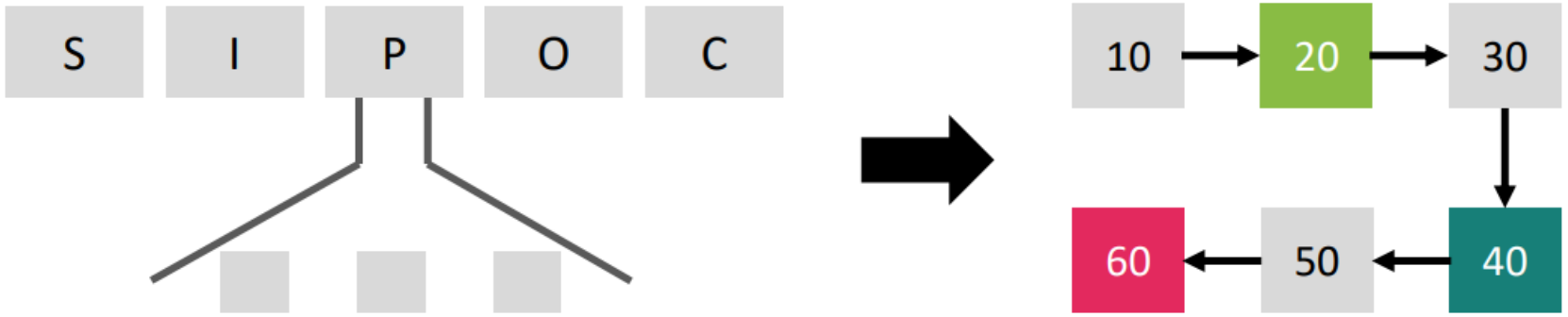
It helps to **define a complex project** that we may not have **scoped** well or is **unclear**.



# Introduction

## What is it ?

SIPOC analysis can be used **before drawing a process map or a flowchart** as it helps gather relevant information about the process



# SIPOC Diagram

## Purpose and Benefits:

Everyone takes inputs from suppliers, adds value through their processing steps, and provides an output or outputs that, at a minimum, **meet the customer's needs** (CTQs).

A SIPOC diagram **clarifies the high-level business requirements** in a language other departments can understand and provide the high-level business requirement **information needed by specific teams**.

# SIPOC Diagram

## Construction:

The high-level process requirements:

- **Outputs:** What information, data, report, eligibility status, etc., comes out of this activity or is produced because of this activity?
- **Customers:** Who or what receives whatever comes out of this activity?
- **Inputs:** What data, supplies, system, tools, etc., are required for this activity, or who is needed to perform the action?
- **Suppliers:** Who or what functional organization, system, report, database, etc., supplies or provides whatever is needed as an input to this activity?

| Supplier | Input (use nouns) | Process (use verbs) | Output (use nouns) | Customer |
|---|---|---|---|---|
| External Customer, POS (Sales staff, .com, Contact center) | Customer purchase and delivery details | Capture Order (accurate information, requested delivery time) | Delivery instructions / requirements | Central Delivery Office (CDO) and Central Delivery Terminal (CDT) |
| Customer | Delivery instructions / requirements | Schedule Delivery | Scheduled 4 hour delivery window | Delivery Scheduler |
| Delivery Scheduler | Scheduler 4 hour delivery window Staff Schedule | Optimize and narrow delivery schedule | Daily schedule | Delivery Managers. Drivers and Riders |
| Delivery Scheduler | Daily schedule | Communicate updated / narrowed delivery window to customer | Customer expectations of arrival and on-site duration | External Customer |
| Delivery Scheduler | Daily schedule Driver and Rider Assignments | Perform delivery | Delivered Item(s), On-time performance | External Customer |

# SIPOC Diagram

## Construction:

| *Suppliers* | *Inputs* | *Process* | *Outputs* | *Customers* |
|---|---|---|---|---|
| Resource suppliers | Resources needed by the process | Macro description | Process outputs | Process customers |
| The provider of the necessary inputs that directly contribute to creating the outputs | Materials, people, information, and other resources required to execute the process | The sequenced activities that transform the input into value-added outputs to customers | The product or service results from the process (wanted and unwanted) | The users / recipients of the outputs |

# SIPOC Diagram

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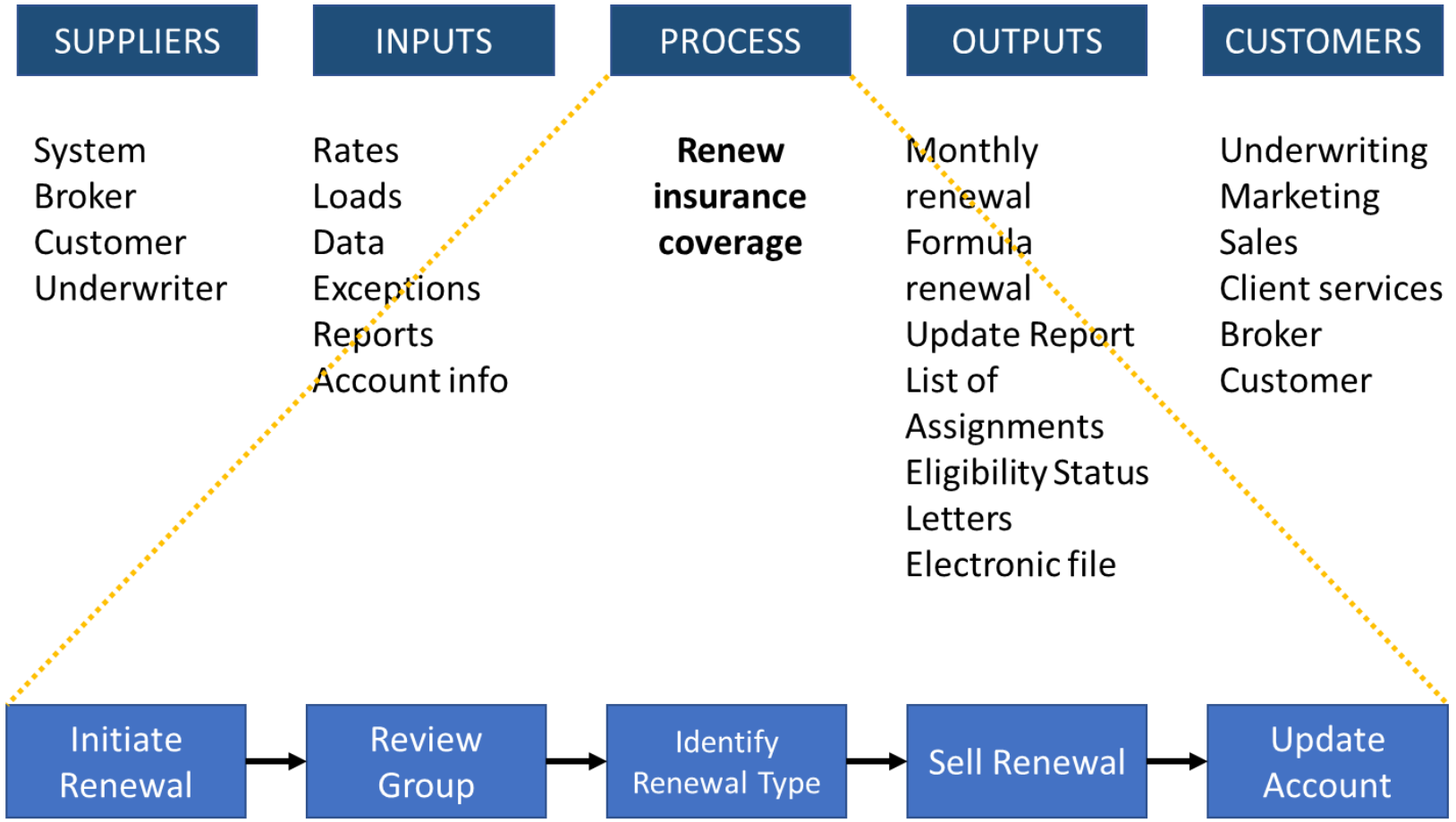
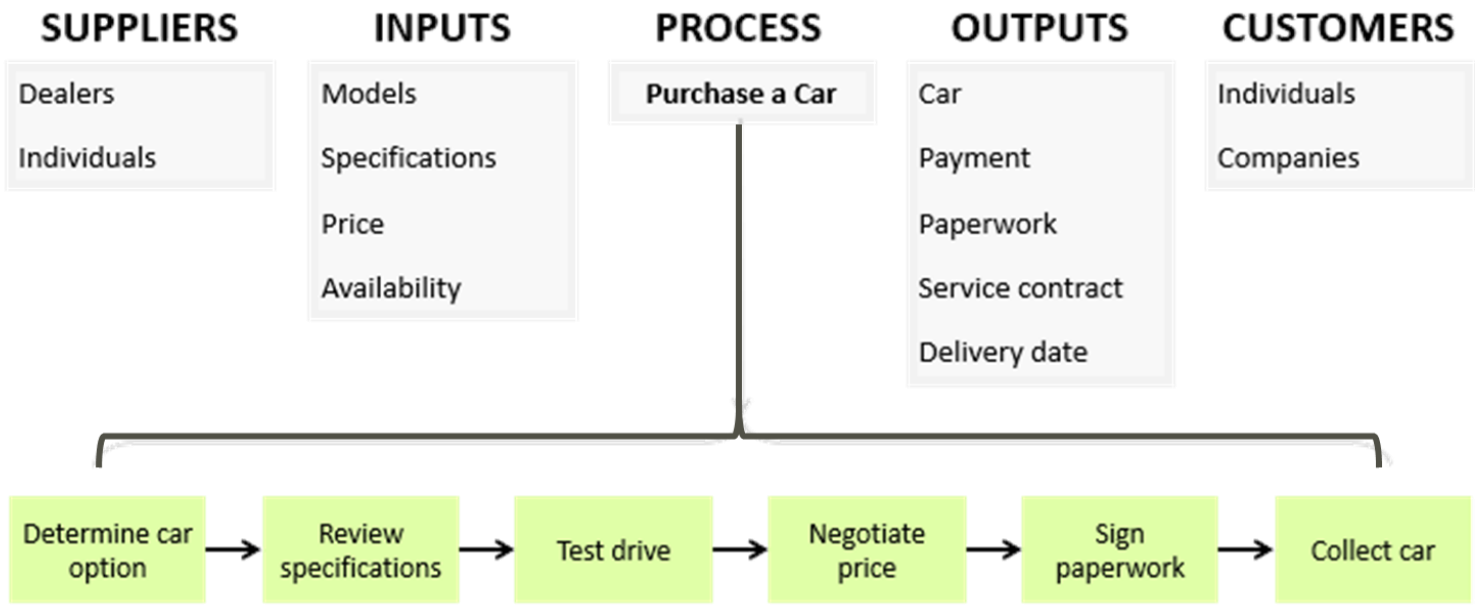


# SIPOC Diagram

## Example



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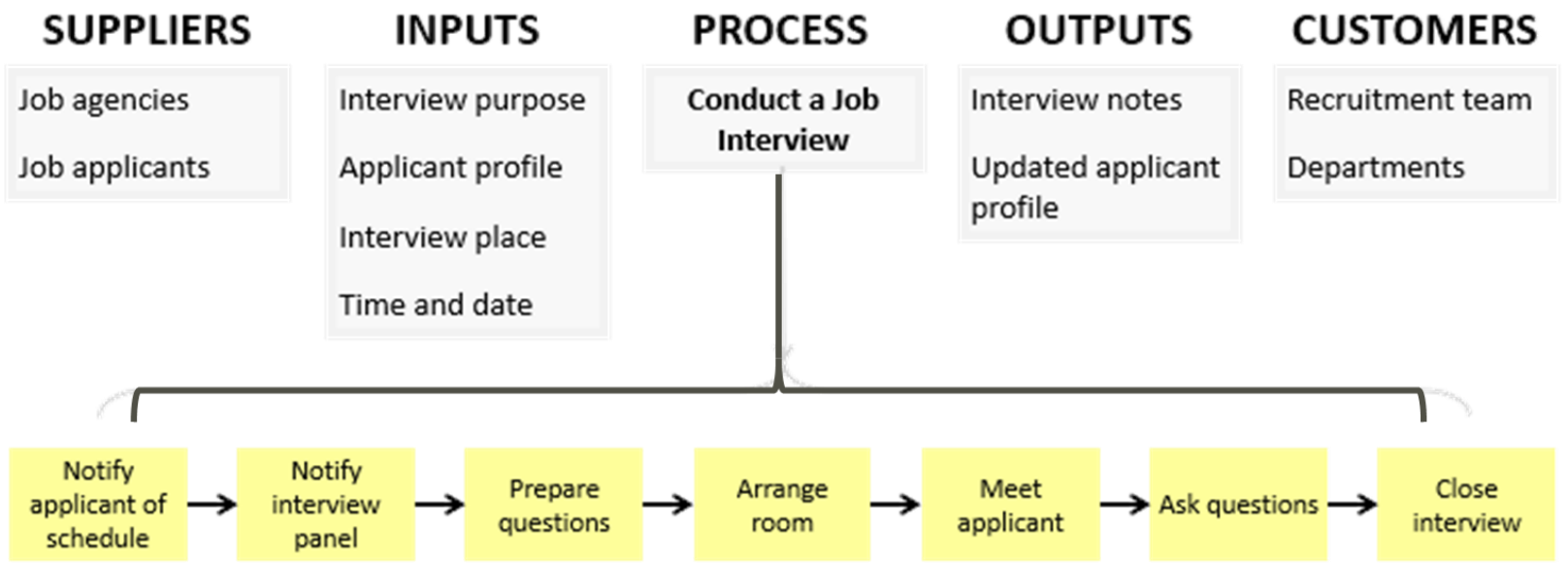

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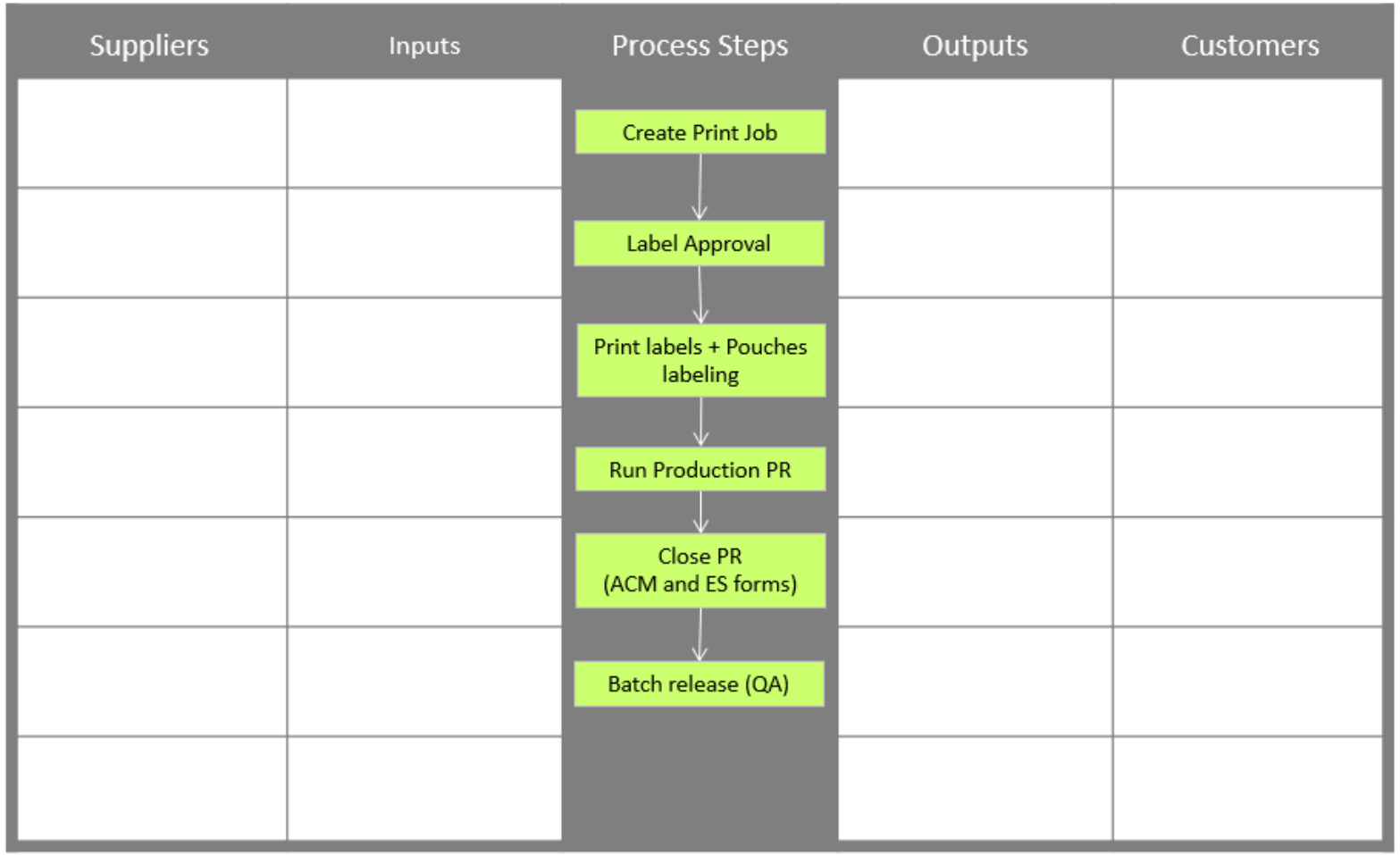

# SIPOC Diagram

| Suppliers | Inputs | Process Steps | Outputs | Customers |
|---|---|---|---|---|
| Planning | MPS / Schedule | Create Print Job | Phat PR label files | QA / Approval |
| | | Label Approval | | |
| | | Print labels + Pouches labeling | | |
| | | Run Production PR | | |
| | | Close PR (ACM and ES forms) | | |
| | | Batch release (QA) | | |
| | | | | |

# SIPOC Diagram

| Suppliers | Inputs | Process Steps | Outputs | Customers |
|---|---|---|---|---|
| Planning | MPS / Schedule | Create Print Job | Phat PR label files | QA / Approval |
| Replenishment Analysts | Slack notification, Phat | Label Approval | Approval | Printing Room |
| Warehouse | Material (labels, pouches) Labeling machines | Print labels + Pouches labeling | Labels printed; pouches labeled | Pack Room |
| | | Run Production PR | | |
| | | Close PR (ACM and ES forms) | | |
| | | Batch release (QA) | | |
| | | | | |

# SIPOC Diagram

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| Planning | MPS / Schedule | Create Print Job | Phat PR label files | QA / Approval |
| Replenishment Analysts | Slack notification, Phat | Label Approval | Approval | Printing Room |
| Warehouse | Material (labels, pouches) Labeling machines | Print labels + Pouches labeling | Labels printed; pouches labeled | Pack Room 5 |
| Pack room, Vault, Printing room | Biomass, labeled pouches, materials | Run Production PR | Finished goods | Shipping / Warehouse |
| ACM, ES, Phat | PR materials consumption | Close PR (ACM and ES forms) | PR completion and transfer | Shipping |
| ACM, ES | PR completion information | Batch release (QA) | FG released | Logistics |
| | | | | |

**TOOLBOX**

SIPOC Diagram Template

## SIPOC DIAGRAM

**Lunch Order to Delivery**

| S | I | P | O | C |
|---|---|---|---|---|
| **Suppliers** | **Inputs** | **Process** | **Outputs** | **Customers** |
| Aluminum Suppliers | Aluminum Logs | **Molding** | Parts cut and polished | Prep Coating department |
| Chemical Suppliers | Anodizing Chemicals | **Prep Coating** | Parts ready for painting | Painting department |
| Paint Suppliers | Paint | **Painting** | Painted parts | Quality control |

# Takeaways

- This model applies to both **product** and **service**.
- Construct the diagram to reflect how the process currently operates ("**As-Is**"), not how it should operate ("**To-Be**").
- Keep a "**high-level**" process map restricted to roughly **four to eight** key steps.

# Thank You

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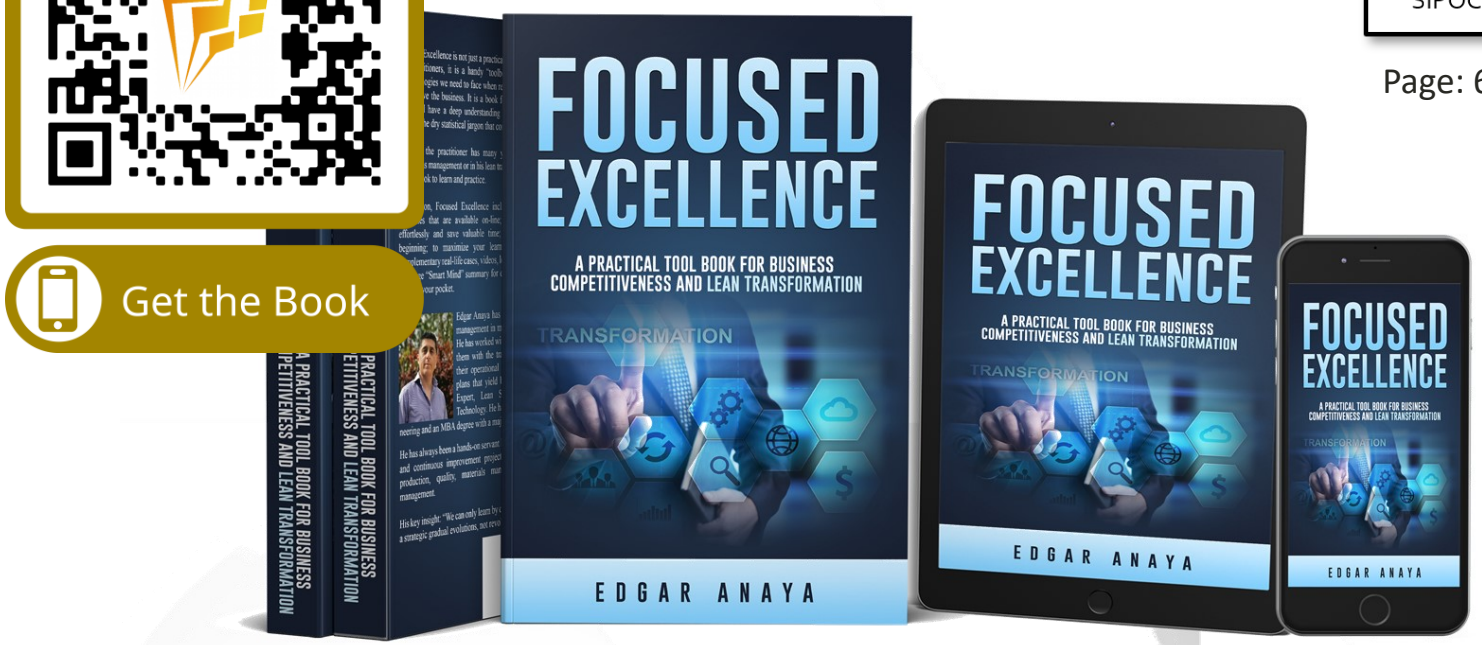


TOPIC

SIPOC



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**Reference:** Focused Excellence
by Edgar Anaya
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A Practical Tool Book for
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