

SIPOC Diagram



Class Agenda

- 1. Welcome and Introductions
- 2. SIPOC Defined
- 3. How can SIPOC be used?
- 4. How It Works
- 5. An Example
- 6. In-class Exercise
- 7. Summary



SIPOC Defined

SIPOC is an acronym standing for

- 1. S = Supplier(s)
- 2. I = Input(s) & key requirements
- 3. P = Process
- 4. O = Output(s) & key requirements
- 5. C = Customer(s)



SIPOC Diagram Defined

- A SIPOC Diagram is a visual representation of a high-level process map; including suppliers & inputs into the process and outputs & customers of the process
- Visually communicates the scope of a project



How can SIPOC be used?

SIPOC Diagrams help a team and its sponsor(s) agree on project boundaries and scope

A SIPOC helps teams verify that

- inputs match outputs of upstream processes
- outputs match inputs of downstream processes



Brainstorming Exercise

How can SIPOC be used in your organization?



Brainstorming Exercise

How can SIPOC be used in your organization?



How a SIPOC works

Inputs	Process	Outputs	Customers
	Inputs	Inputs Process	Inputs Process Outputs Inputs Inputs Inputs Inputs



Step 1: Begin with the high-level process map

Suppliers	Inputs	Process	Outputs	Customers
		Step 1		
		Step 2		
		Step 3		
		Step 4		



Step 2: List all of the outputs from the process

Suppliers	Inputs	Process	Outputs	Customers
		Step 1 Step 2 Step 3 Step 4	Examples Services Products Reports Metrics Raw data	



Step 3: Identifying the customers receiving the outputs

_	Suppliers	Inputs	Process	Outputs	Customers
			Step 1 Step 2 Step 3 Step 4	Examples Services Products Reports Metrics Raw data	Examples Internal External Vendors End users Management Downstream Process



Step 4: List all of the inputs into the process

Suppliers	Inputs	Process	Outputs	Customers
	Examples Data Parts Application Raw materials	Step 1 Step 2 Step 3 Step 4	Examples Services Products Reports Metrics Raw data	Examples Internal External Vendors End users Management Downstream Process



Step 5: Identify the suppliers of the process

Suppliers	Inputs	Process	Outputs	Customers
Examples Internal External Vendors Producers Management Upstream Process	Examples Data Parts Application Raw materials	Step 1 Step 2 Step 3 Step 4	Examples Services Products Reports Metrics Raw data	Examples Internal External Vendors End users Management Downstream Process



An Example: Mowing the Lawn

Suppliers	Inputs	Process	Outputs	Customers



Step 1: Begin with the high-level process map

Suppliers	Inputs	Process	Outputs	Customers
		Prepare Lawn for mowing Mow the Lawn Trim the Lawn Clean-up & Removal		



Step 2: List all of the outputs from the process

Suppliers	Inputs	Process	Outputs	Customers
		Prepare Lawn for mowing Mow the Lawn Trim the Lawn Clean-up & Removal	 Debris from lawn Beautiful lawn Bagged grass clippings Happy customer 	



Step 3: Identify the customers receiving the output

Suppliers	Inputs	Process	Outputs	Customers
		Prepare Lawn for mowing Mow the Lawn Trim the Lawn Clean-up & Removal	 Debris from lawn Beautiful lawn Bagged grass clippings Happy customer 	• Homeowner •Yard waste recycler



Step 4: List all of the inputs into the process

Suppliers	Inputs	Process	Outputs	Customers
	 Long lawn Lawn-mower Trimmer Gasoline Yard waste bags Rake & broom 	Prepare Lawn for mowing Mow the Lawn Trim the Lawn Clean-up & Removal	 Debris from lawn Beautiful lawn Bagged grass clippings Happy customer 	• Homeowner • Yard waste recycler



Step 5: Identify the suppliers of the process inputs

Suppliers	Inputs	Process	Outputs	Customers
 Home Home Depot Chevron 	 Long lawn Lawn-mower Trimmer Gasoline Yard waste bags Rake & broom 	Prepare Lawn for mowing Mow the Lawn Trim the Lawn Clean-up & Removal	•Debris from lawn •Beautiful lawn •Bagged grass clippings •Happy customer	• Homeowner • Yard waste recycler



In-Class Exercise

Brainstorm an in-flight or planned project in your organization



Step 1: Begin with your high-level process

map (Keep to 4-5 process steps)

Suppliers	Inputs	Process	Outputs	Customers
		Step 1 Step 2 Step 3 Step 4		



Step 2: Brainstorm all of the outputs from the process

Suppliers	Inputs	Process	Outputs	Customers
		Step 1 Step 2 Step 3 Step 4	List process outputs List key output requirements	



Step 3: Identify the customers receiving the outputs

Suppliers	Inputs	Process	Outputs	Customers
		Step 1 Step 2 Step 3	List process outputs List key output requirements	List customers



Step 4: Brainstorm all of the inputs into the process

Suppliers	Inputs	Process	Outputs	Customers
	List process inputs List key input requirements	Step 1 Step 2 Step 3 Step 4	List process outputs List key output requirements	List customers



Step 5: Identify the suppliers of the process inputs

Suppliers	Inputs	Process	Outputs	Customers
List suppliers	List process inputs	Step 1	List process outputs	List customers
	List key input requirements	Step 2 Step 3	List key output requirements	
		Step 4		



Summary

What we covered today

- 1. Defined SIPOC
- 2. Discussed how SIPOC can be used
- 3. Showed how it works
- 4. Demonstrated an example
- 5. Completed an in-class exercise