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SIPOC Diagram

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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?

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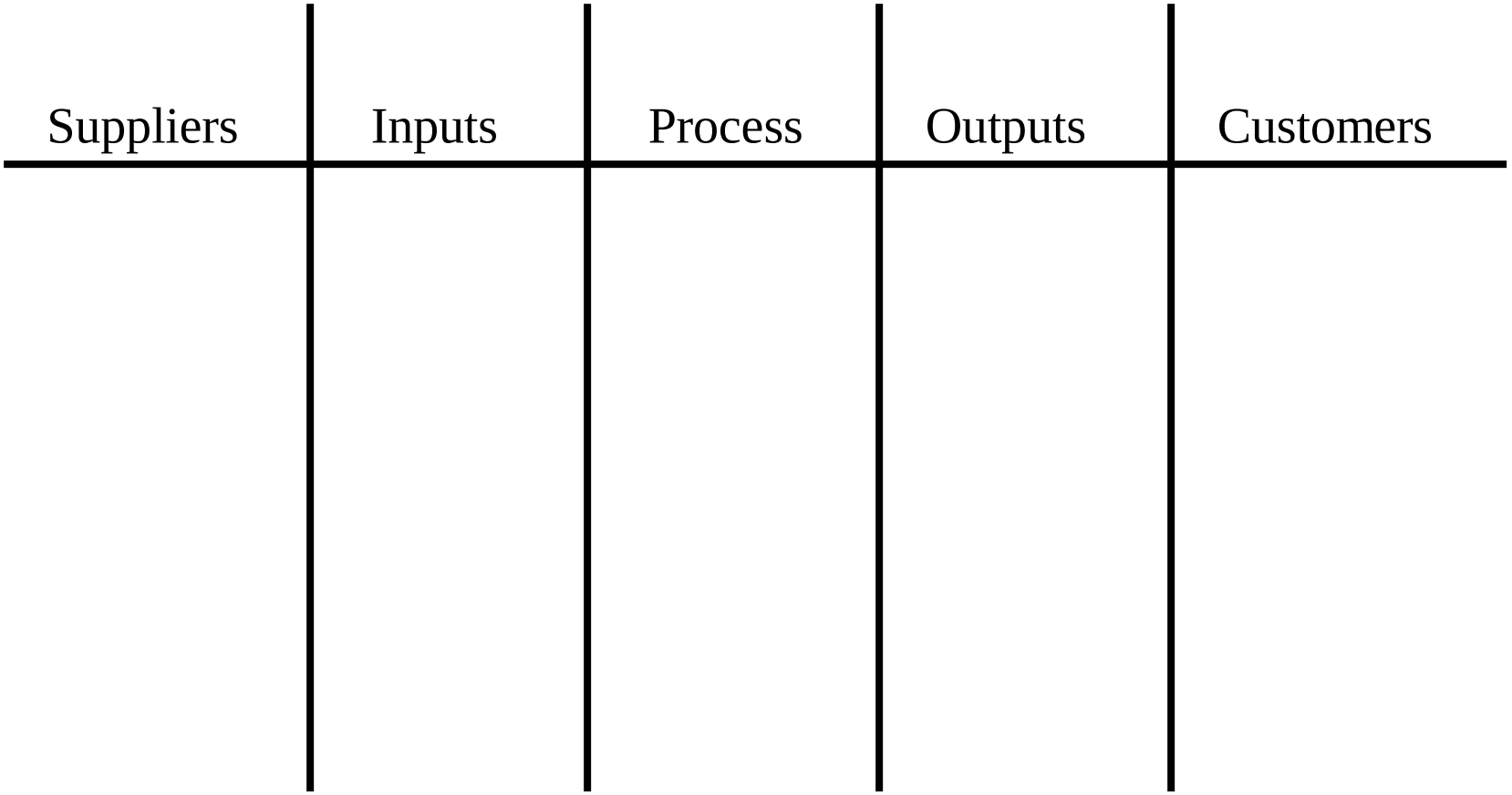
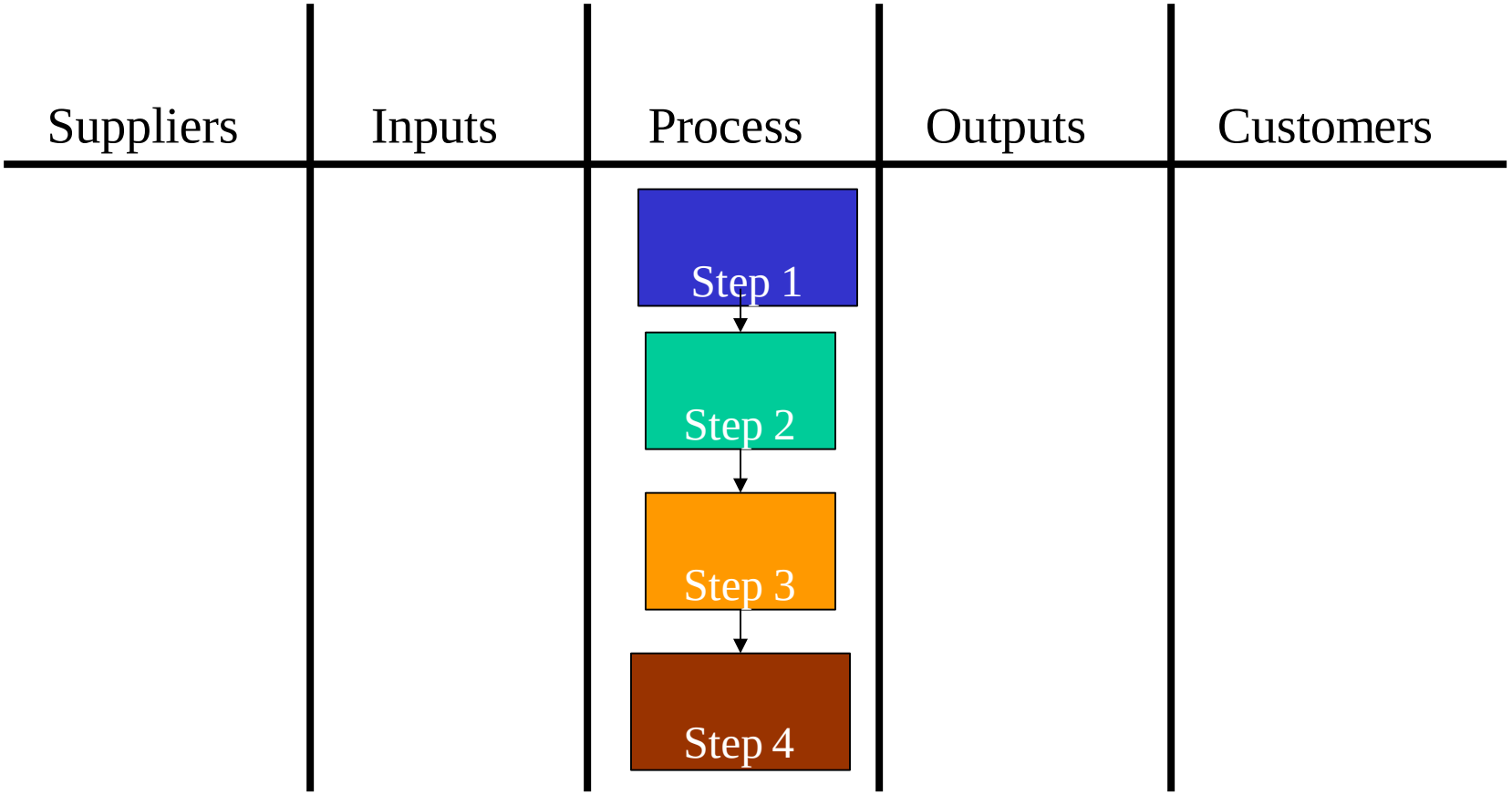
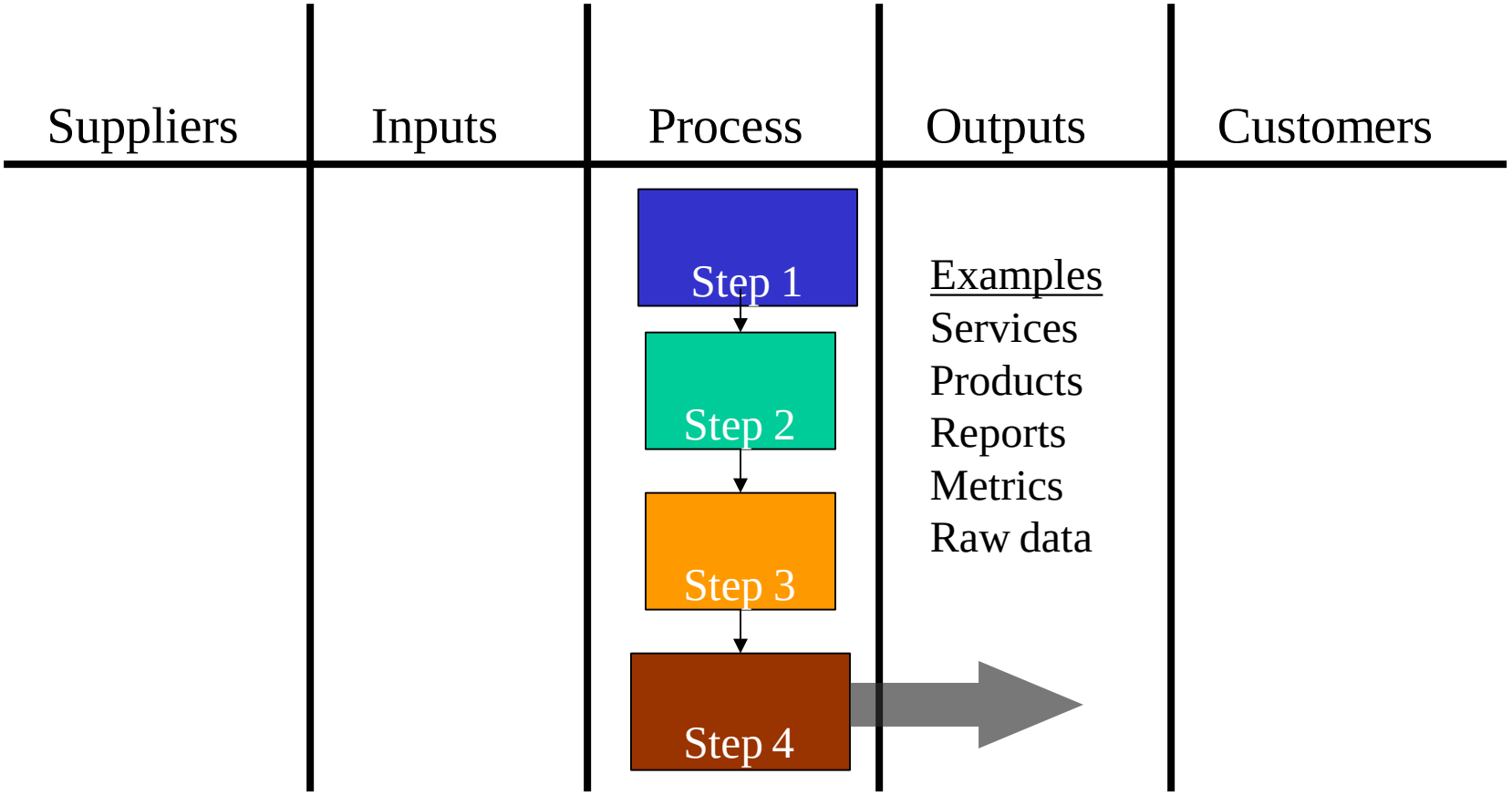
How a SIPOC works



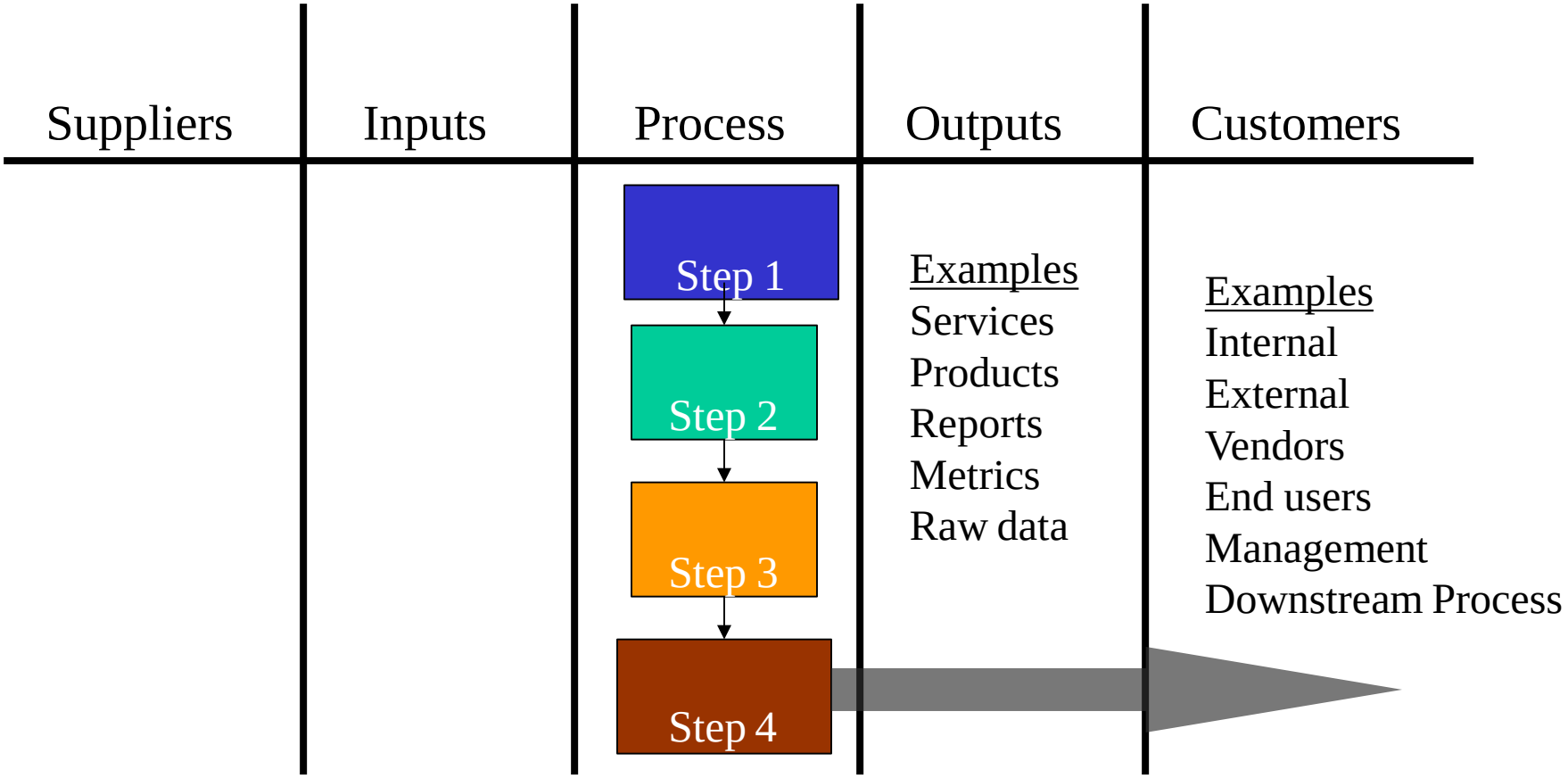
Step 1: Begin with the high-level process map



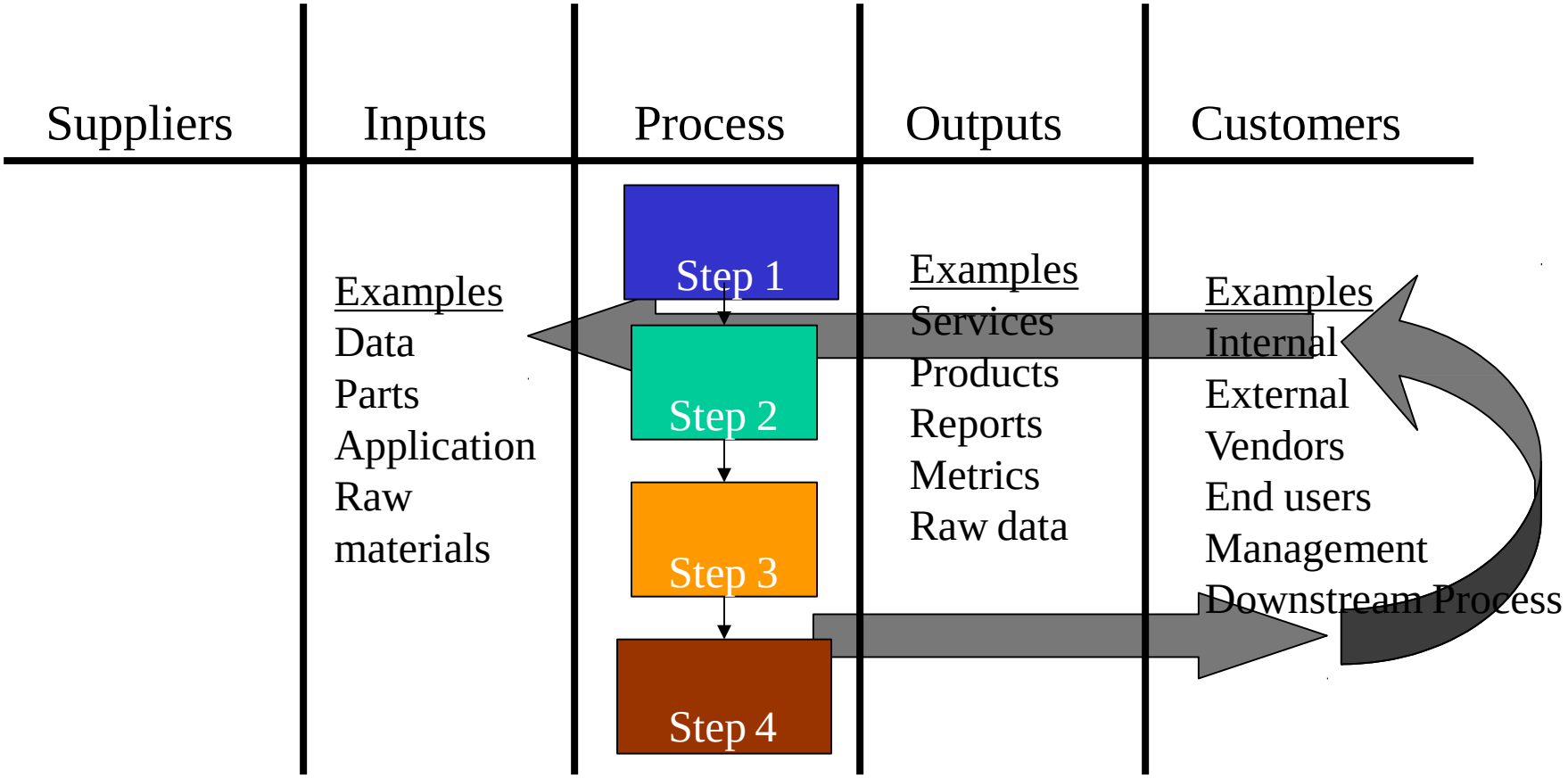
Step 2: List all of the outputs from the process



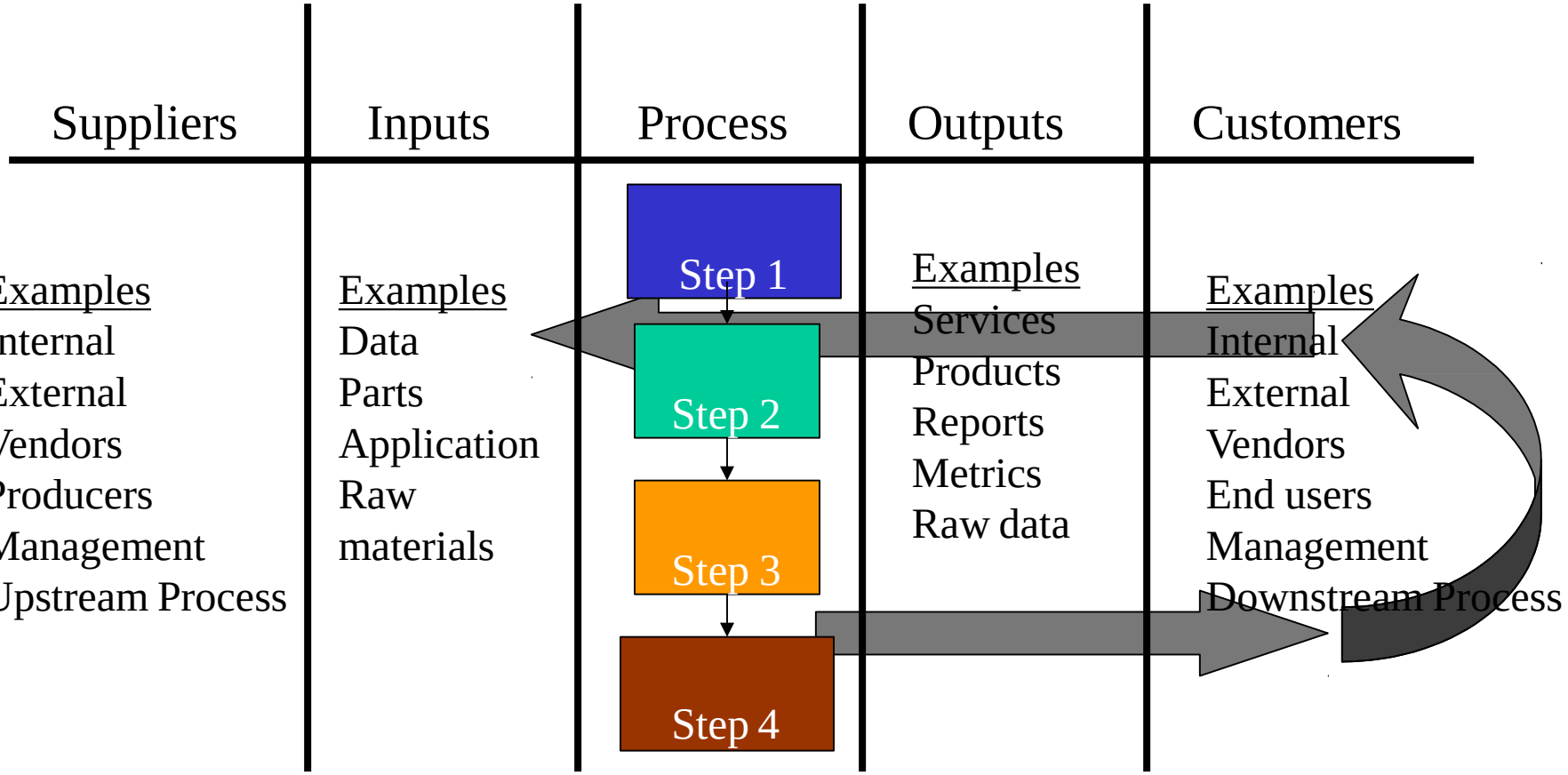
Step 3: Identifying the customers receiving the outputs



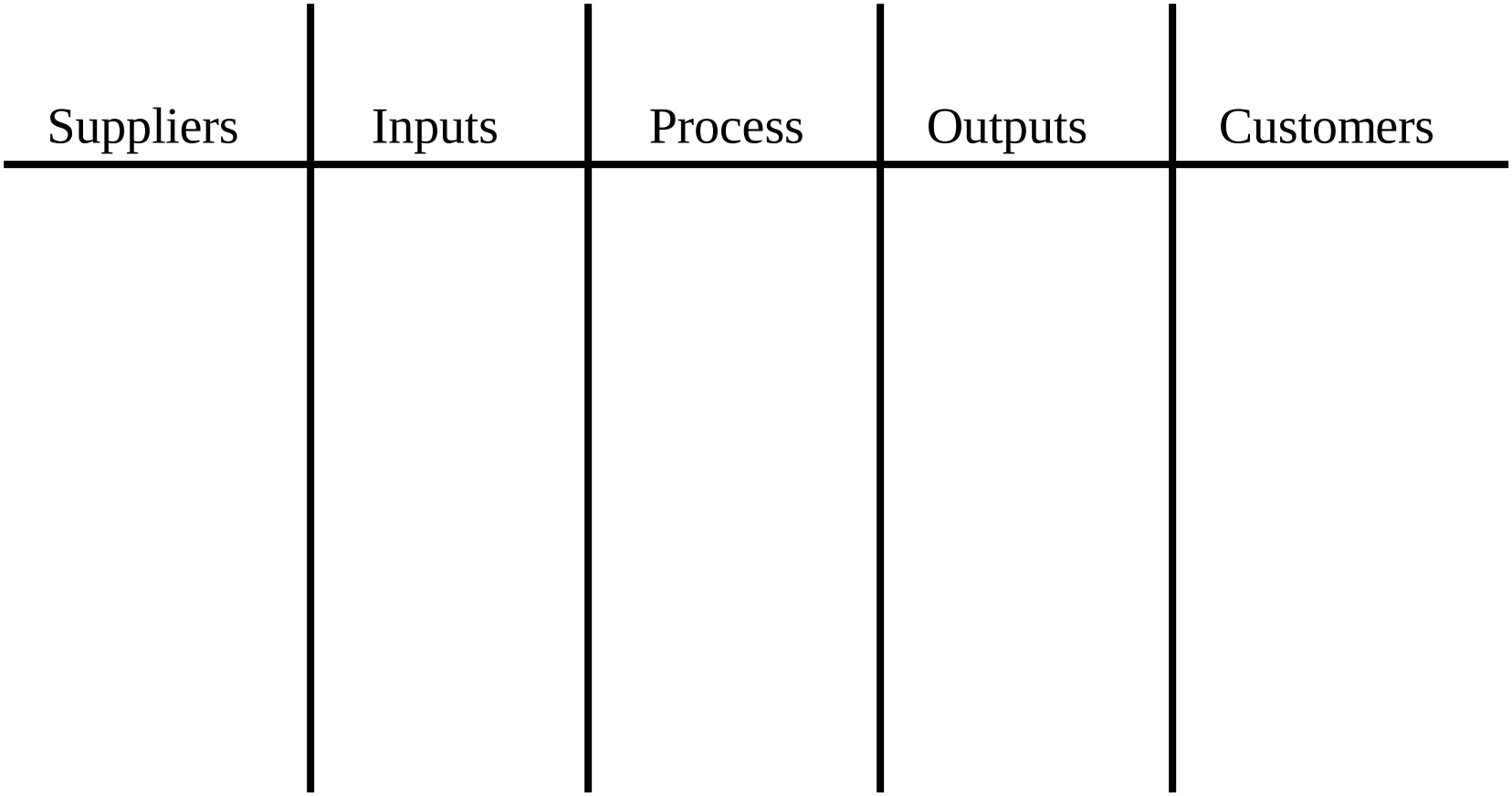
Step 4: List all of the inputs into the process



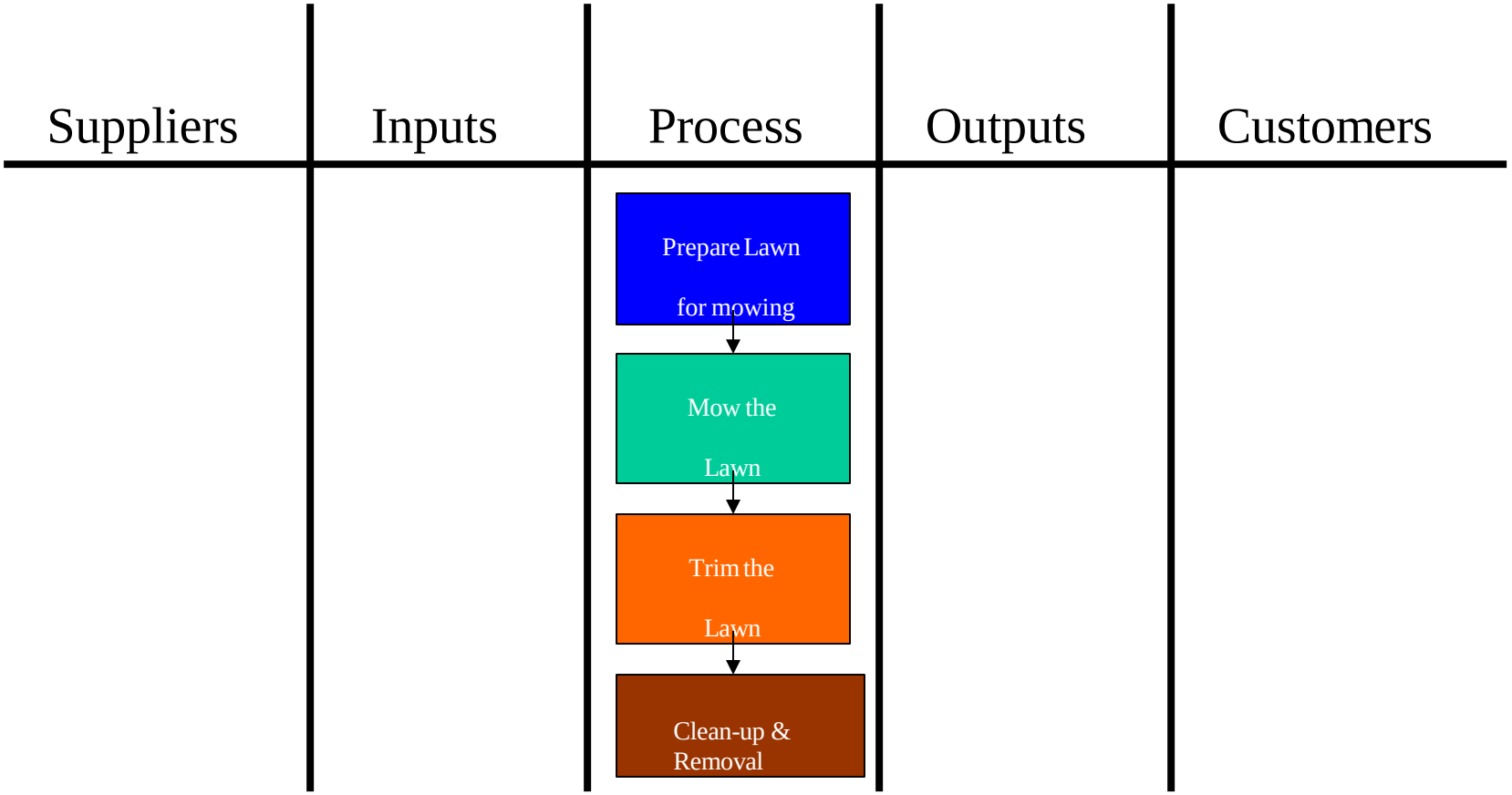
Step 5: Identify the suppliers of the process



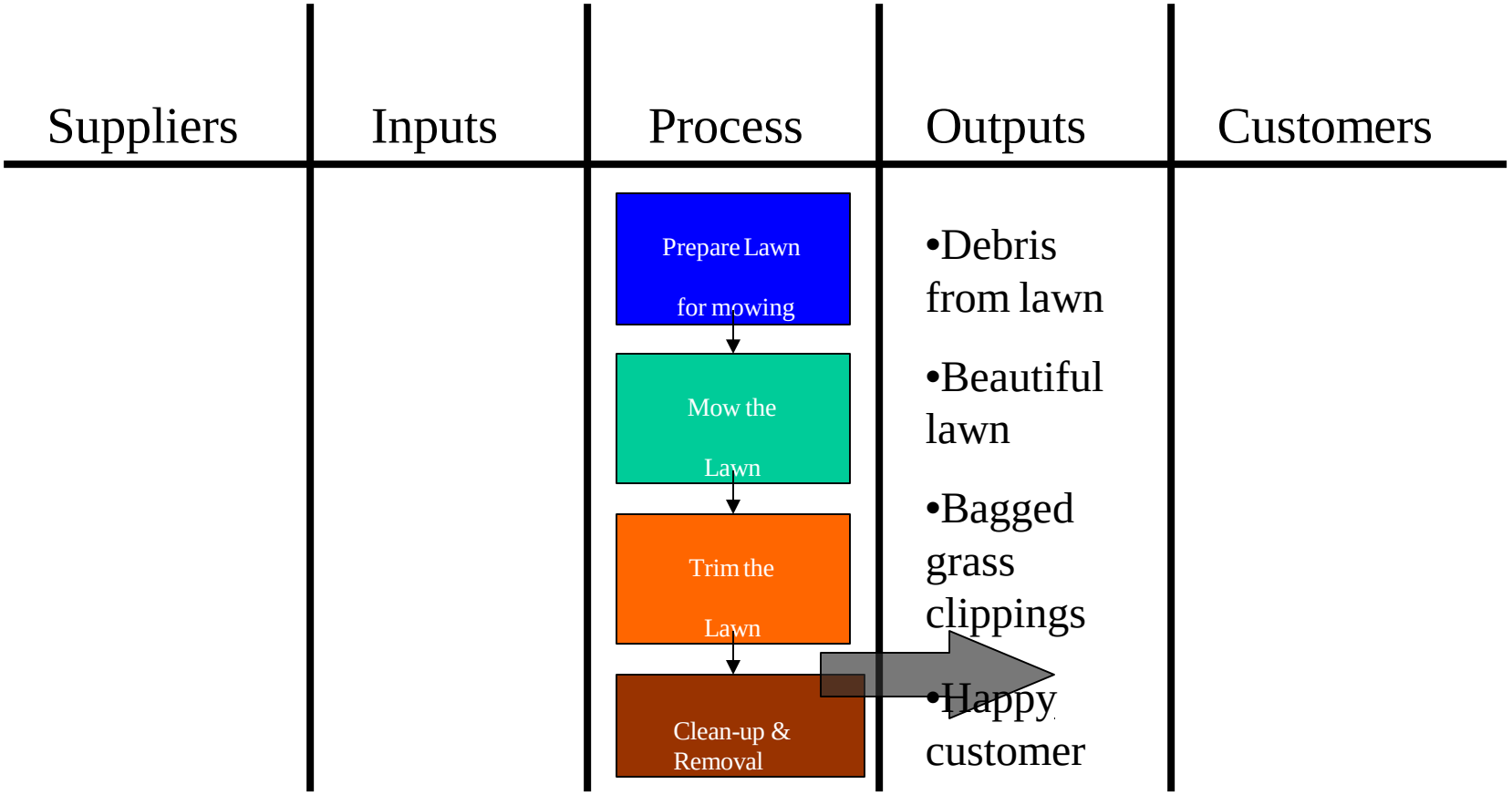
An Example: Mowing the Lawn



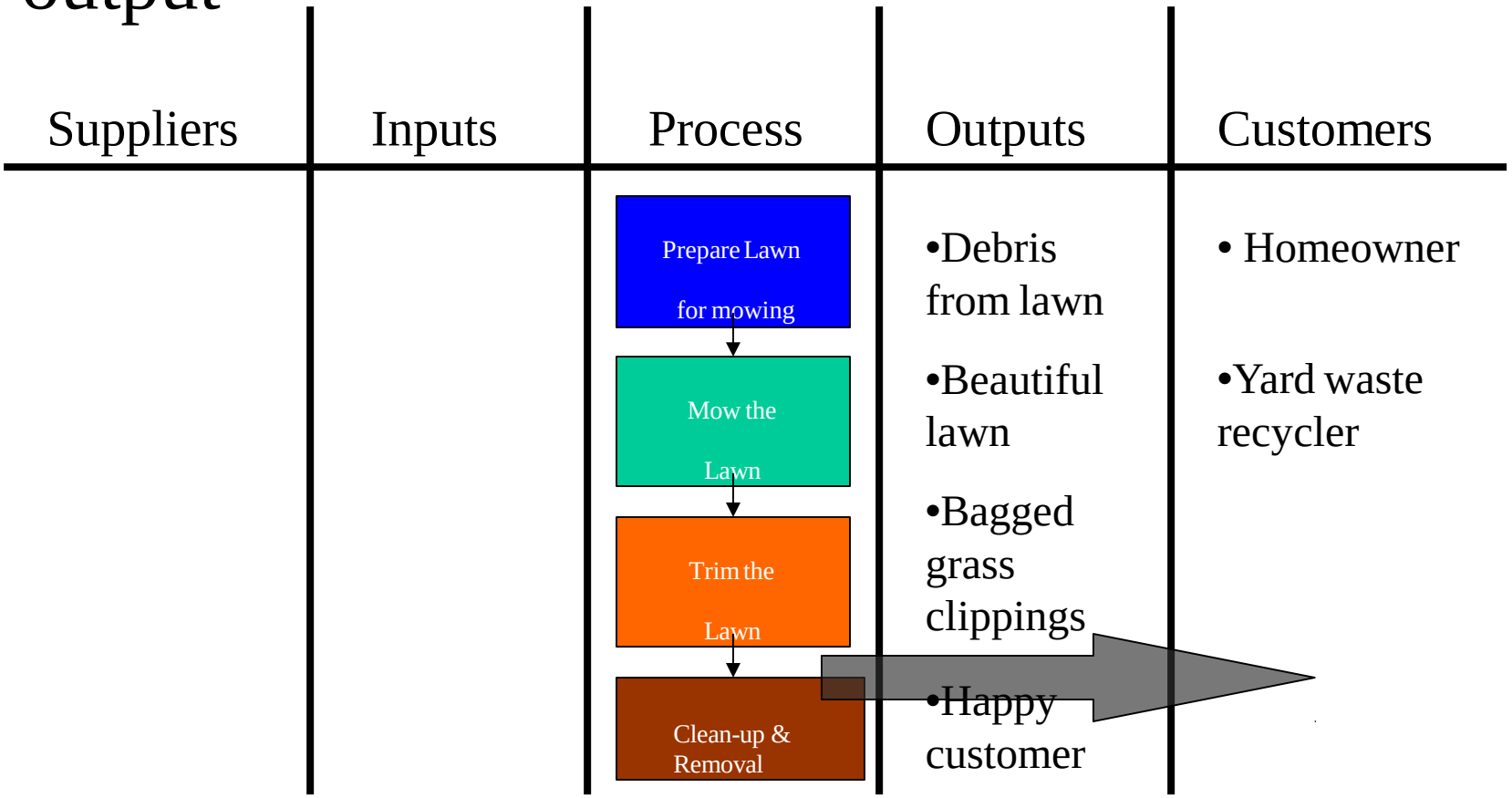
Step 1: Begin with the high-level process map



Step 2: List all of the outputs from the process



Step 3: Identify the customers receiving the output



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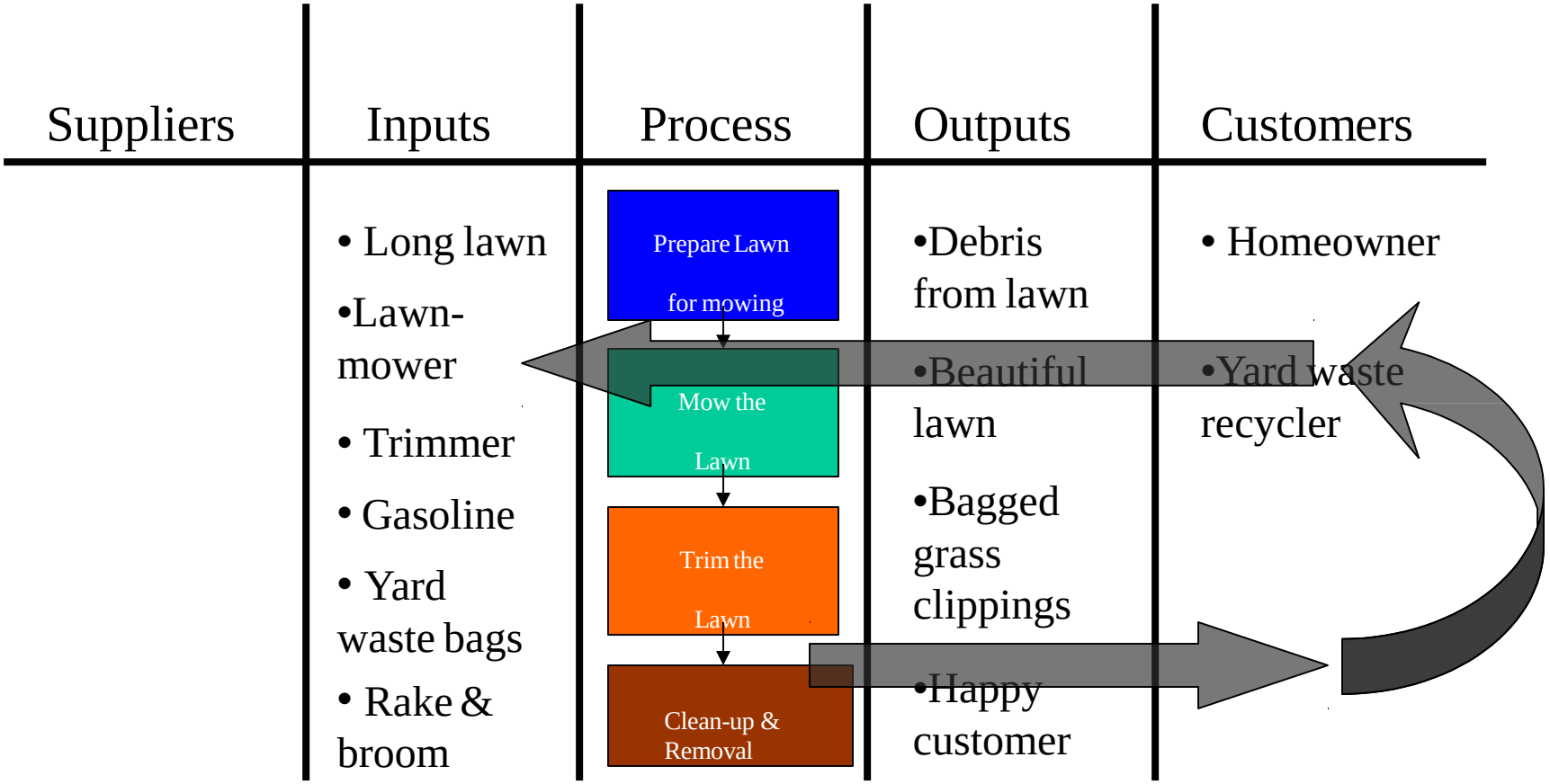
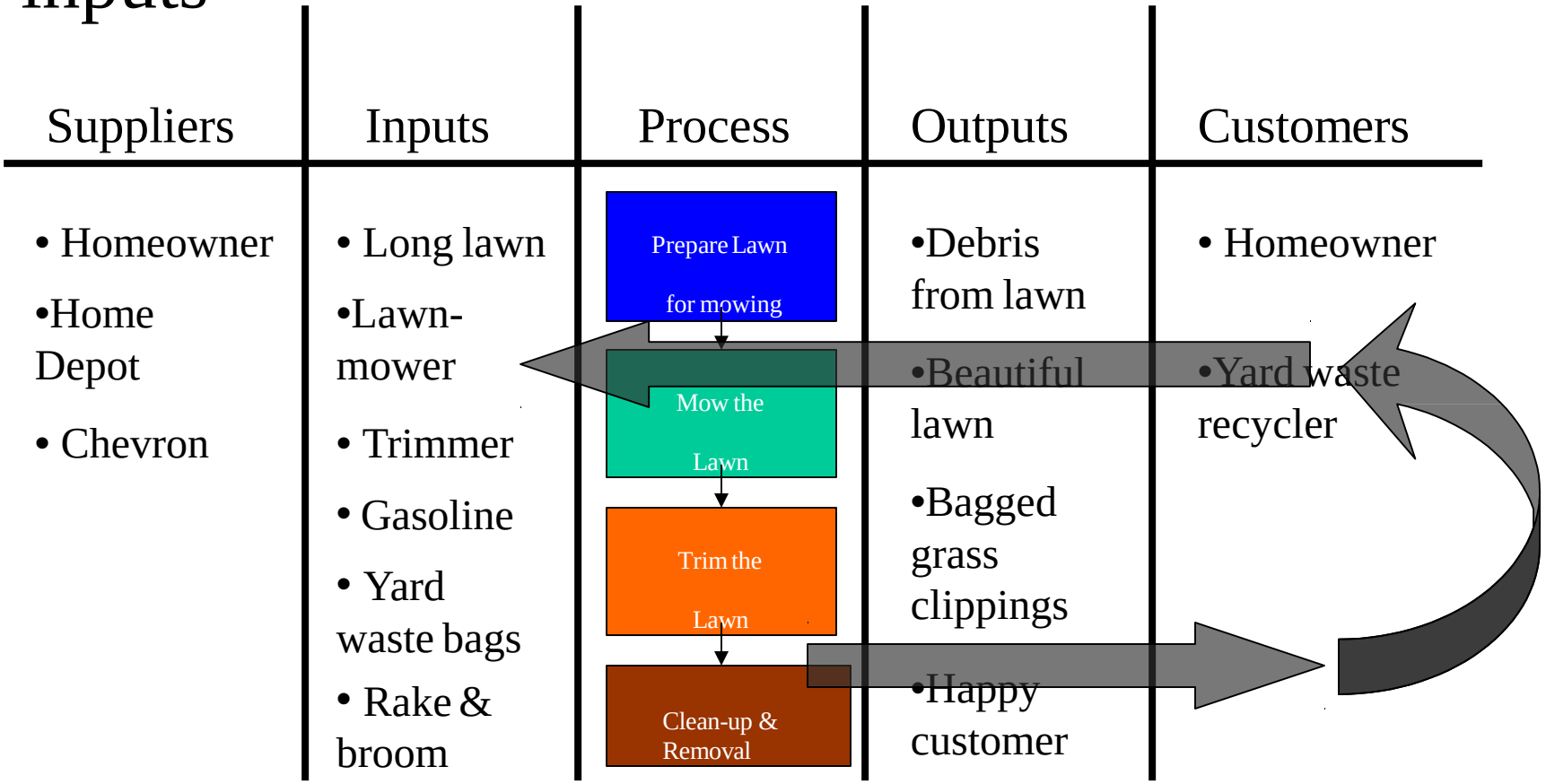


Step 5: Identify the suppliers of the process inputs



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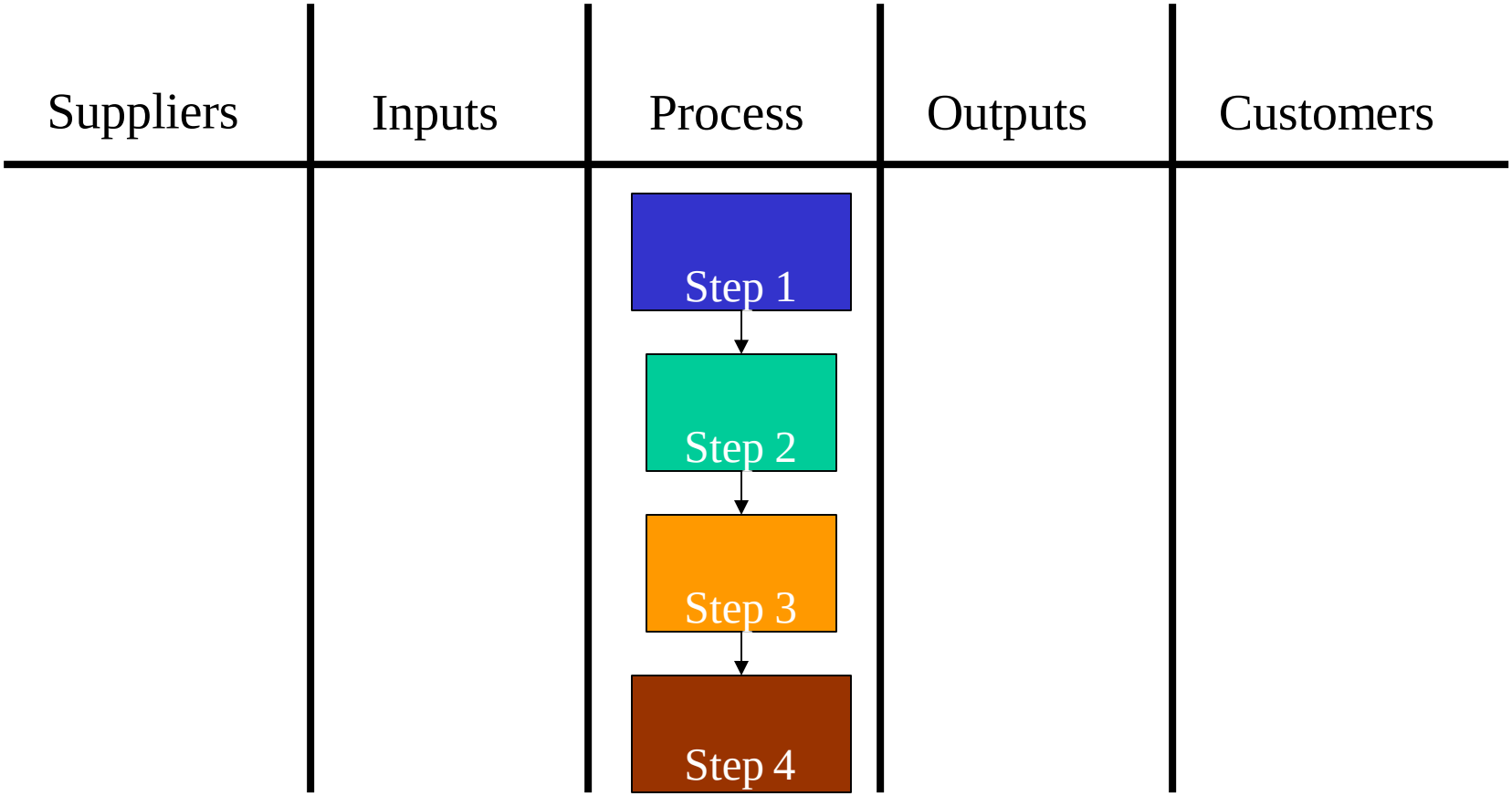
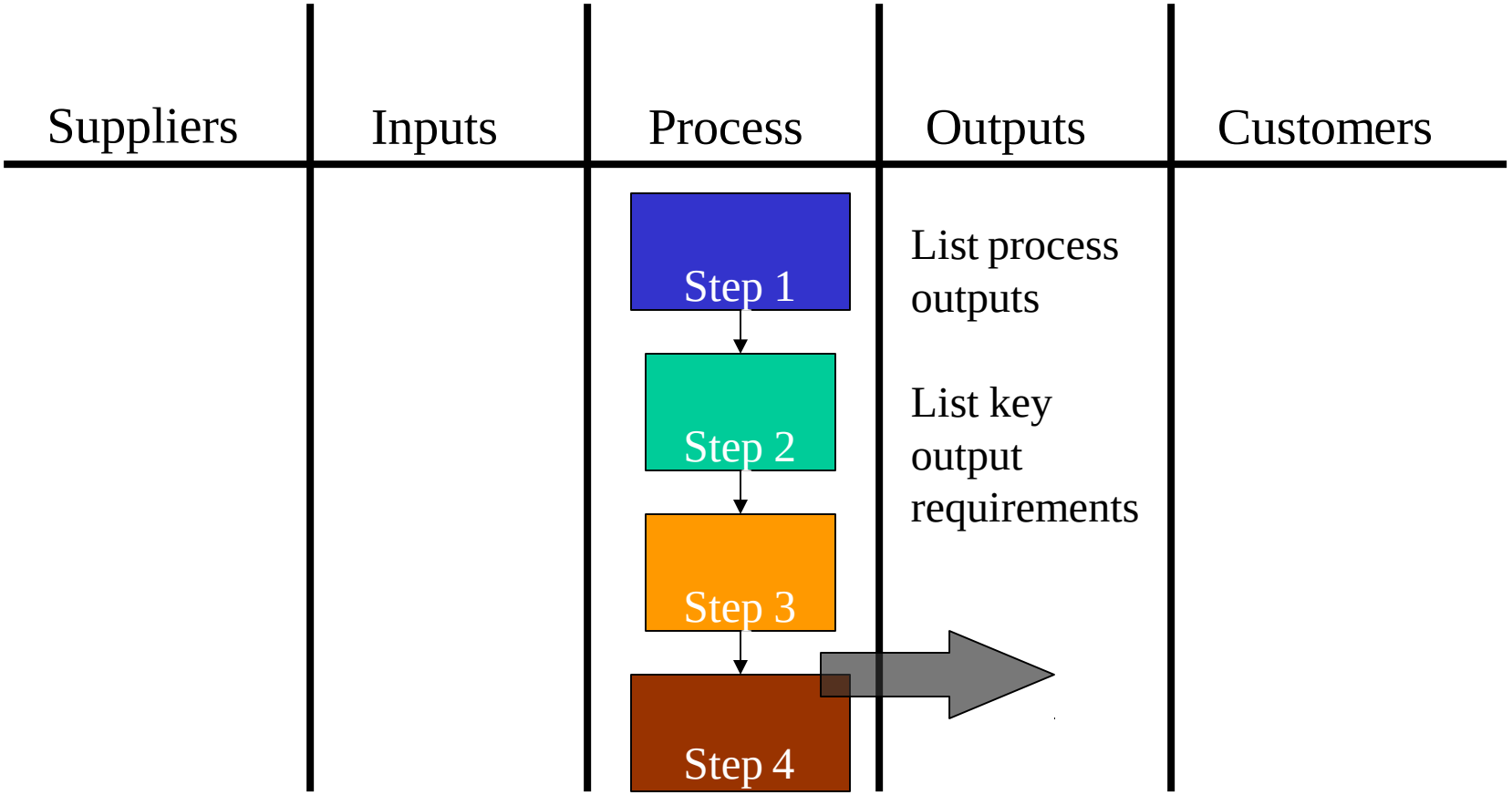
In-Class Exercise

Brainstorm an in-flight or planned project in your organization

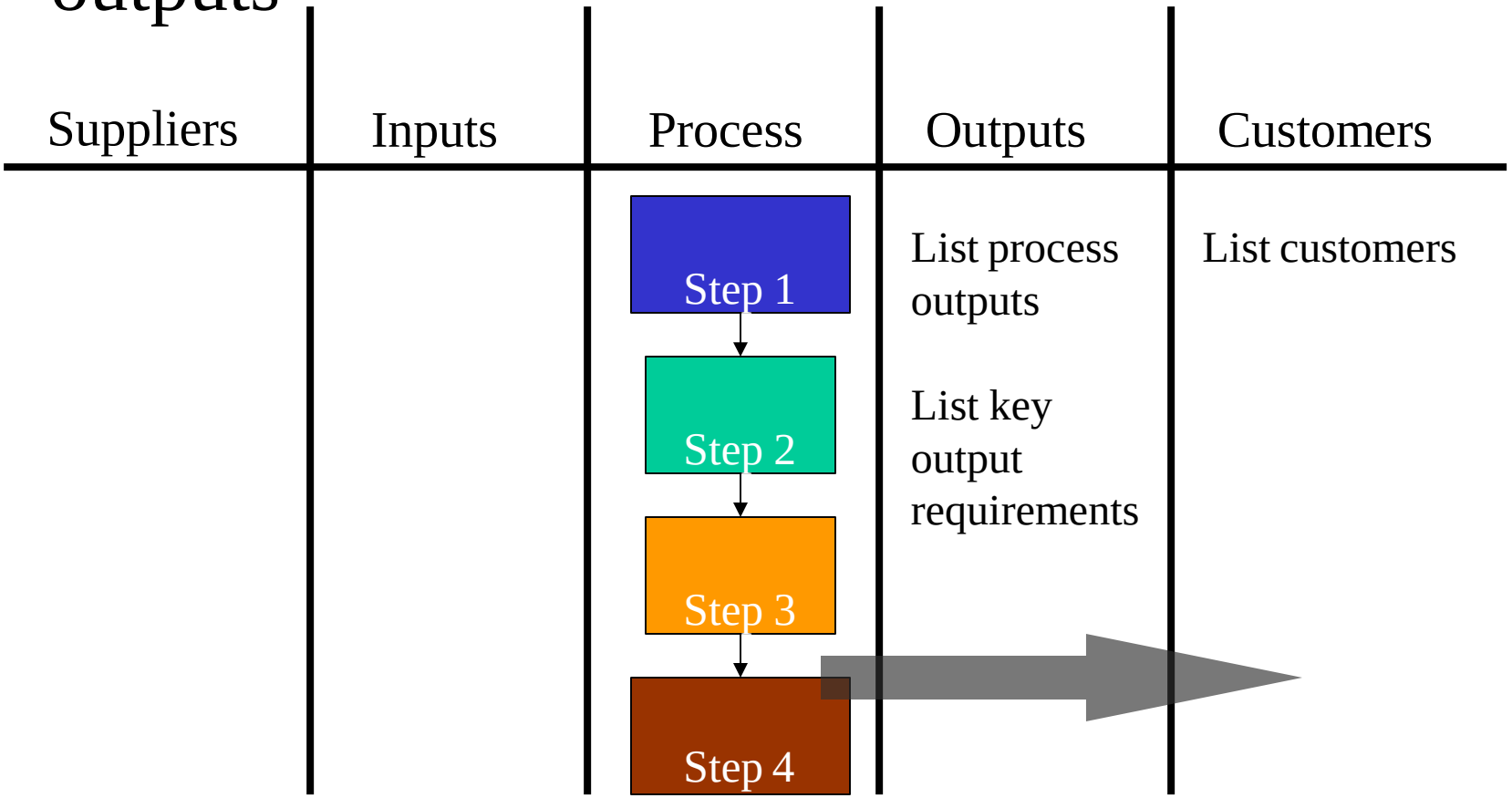
Step 1: Begin with your high-level process map (Keep to 4-5 process steps)



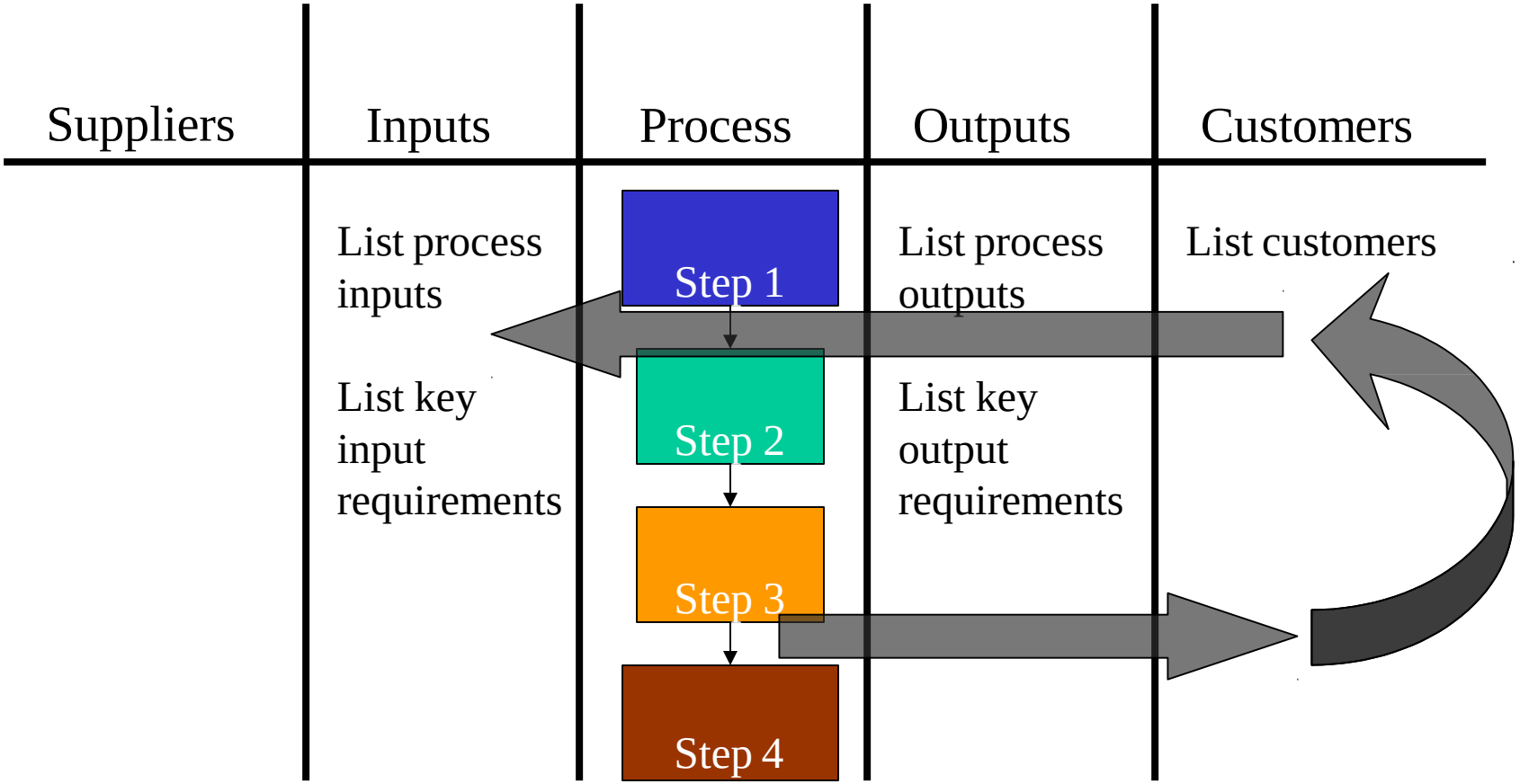
Step 2: Brainstorm all of the outputs from the process



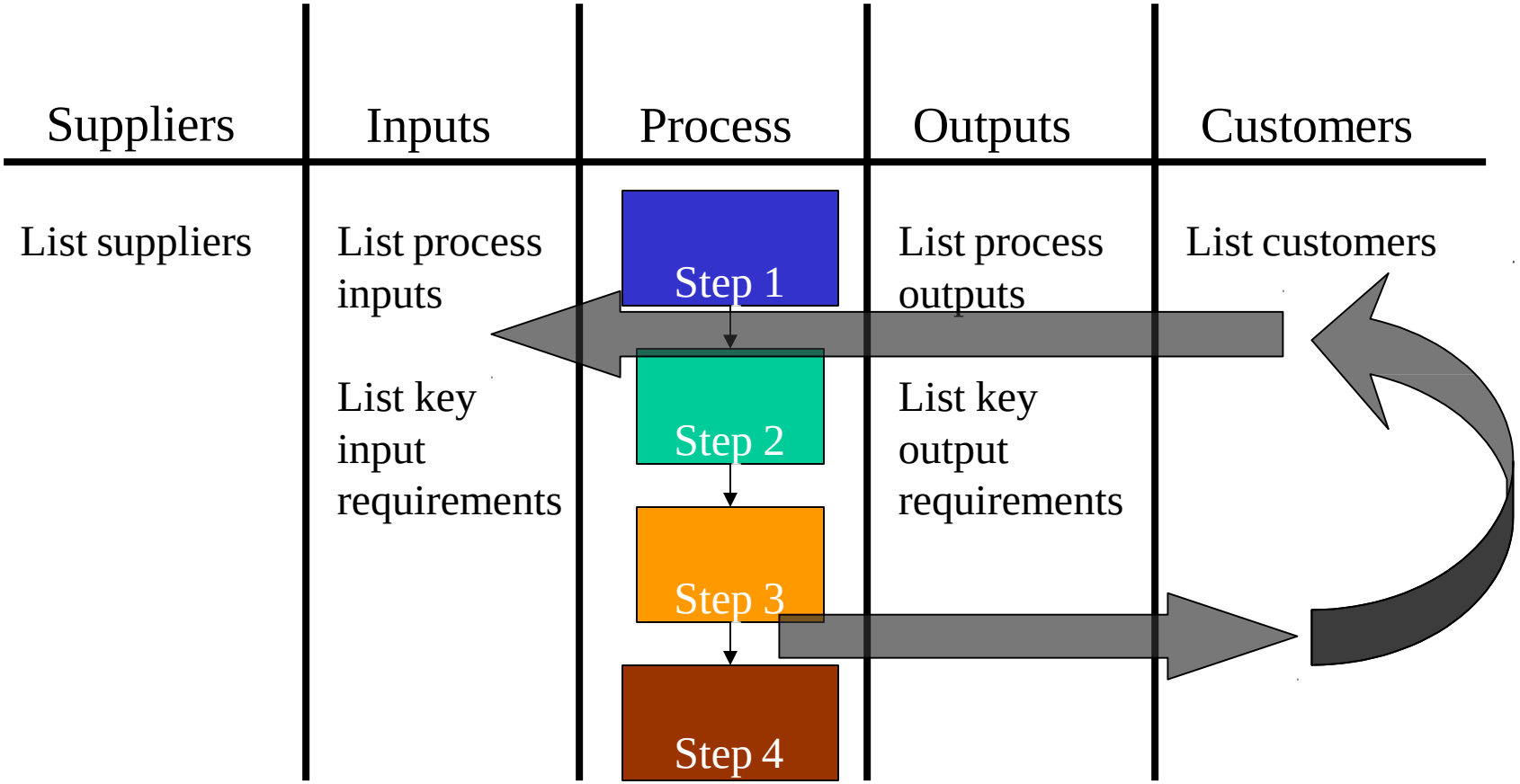
Step 3: Identify the customers receiving the outputs



Step 4: Brainstorm all of the inputs into the process



Step 5: Identify the suppliers of the process inputs



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