

# SIPOC Diagram



## KEY LEARNINGS: SIPOC DIAGRAM

### What is a SIPOC Diagram?

- SIPOC stands for Suppliers, Inputs, Process, Outputs, and Customers.
- It provides a high-level overview of a process, ensuring clarity and efficiency.
- Helps identify key components in a workflow, reducing confusion and errors.
- Acts as a blueprint for smooth operations.

### SIPOC in Action: The Airline Check-In Experience

Scenario: Managing an airport check-in process.

- Without SIPOC: Baggage system malfunctions.
- Check-in software crashes.
- Long lines, frustrated passengers, delayed flights.
- With SIPOC: Clear understanding of what's needed at each stage.
- Proper planning of systems, staffing, and passenger flow.
- Efficient check-in, satisfied customers, and on-time flights.

### Components of a SIPOC Diagram

- Suppliers: Technology providers for check-in systems.
- Baggage handling teams.
- Airline staff scheduling teams.
- Inputs: Passenger booking details.
- Passport verification systems.
- Baggage scanners.
- Check-in agents.
- Process: Ticket verification.
- Baggage check-in.
- Boarding pass issuance.
- Directing passengers to security.
- Outputs: Successfully checked-in passengers.
- Accurate boarding passes.
- Smooth baggage handling.
- Customers: Travelers expecting a seamless check-in experience.
- In a corporate setting, this could include clients, stakeholders, or internal teams.

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### Why SIPOC Matters?

- Prevents chaos by organizing workflows.
- Ensures efficiency in complex processes.
- Helps identify problem areas before they escalate.
- Improves customer satisfaction by streamlining operations.

### What's Next?

- A SIPOC diagram maps the process, but what if problems persist?
- Some inefficiencies hide beneath the surface—they don't shout, they whisper.
- The next step: Uncover hidden causes and eliminate process roadblocks.