Developing a SIPOC Map

A SIPOC map can be built from the high-level (macro) view of the process. SIPOC is short for Suppliers, Inputs, Process, Outputs, and Customers. SIPOC maps are also referred to as SIPOC models or SIPOC diagrams.

When you develop a SIPOC map, you identify the following: suppliers of the inputs, inputs into the process, process steps, and inputs at each step, process outputs, or, what the process produces, customers, who receive the product or service, and critical to quality measures, or CTQs

The CTQs are the customer requirements. They define how the quality of the output is measured. Here's a SIPOC map for baking chocolate chip cookies. This map provides a high-level view of what goes into the process, what the process does, and what the process produces. It also defines who the process is ultimately serving (the customers who receive the output) and how the customers define the quality of the output.

For this scenario, the CTQs are pretty subjective. For example, how do you measure taste, texture, or shape? When you create a SIPOC map for a process, you want to define specifically how each of the CTQs is measured. You also want to develop operational definitions for the CTQs, based on your customer requirements.

As you learn in the last lesson in this module, an operational definition is a clear and unambiguous definition of the characteristic.

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