

Notes:

SIPOC Diagram

Key Learning Points

1. Describe the importance of a SIPOC diagram.
2. Explain how to develop a SIPOC diagram.
3. Utilize SIPOC diagrams in improvement projects.

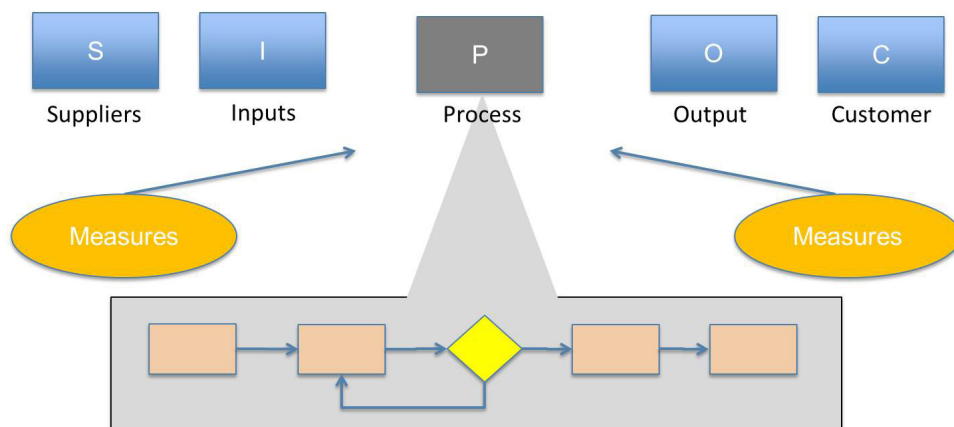
What is a SIPOC Diagram?

A SIPOC Diagram:

- Determines the scope and boundaries of an improvement project.
- Displays a one page high-level overview of a business process in an easy to read format.

Clarifies:

- Who supplies inputs into a process
- Who are the true customers of the process
- Who are the departments involved in a given process (processors)



Notes:

A SIPOC diagram allows a project team to view and understand a process in its entirety

SIPOC Diagram Examples

Manufacturing

SUPPLIER	INPUT (use nouns)	PROCESS (use verbs)	OUTPUT (use nouns)	CUSTOMER
LOB Culinary Department	Menu	Create Recipe Database	Key Ingredient List	Supply Chain and OPCO
OPCO	SKU Optimization	“VIs” Coded	Locked Down Order Guide	Regional Foodservice Location Mgmt.
Frontline Manager	Cycle Menu	Create Service Menu	Needs List	Chef/FLM
Chef/FLM	Inventory	Order/Receive Food	Confirmation Order/Rejection Log	FLA
Frontline Associate	Recipe	Prepare Food	Portioned or Bulk Menu Item	Service Staff
Point of Service Staff	Portioning Information and Devices	Serve Food According to Recipe Instructions	Completed Meal	Patient, Student, Inmate, or Retail Guest

Healthcare

Notes:

SUPPLIER	INPUT (use nouns)	PROCESS (use verbs)	OUTPUT (use nouns)	CUSTOMER
Patient, Physician / Clinic	Patient Demographics Order	Central Scheduling or Department Makes Appointment	Scheduled Service	Patient, Pre-Cert Dept., Ancillary Dept.
Central Scheduling or Department	Scheduled Service	Pre-Cert Verifies Eligibility, Benefits, and Starts Pre-Cert Process	R/Y/G Status of Scheduled Service	Patient, Pre-Cert Dept., Ancillary Dept.
Pre-Cert Dept.	R/Y/G Status of Scheduled Service	Patient Checks in at C1200	Schedule Confirmation, Verified Proper Documentation, Financial Counselor Need	Patient, Registrar, Financial / Councilor
Patient, Registrar, Financial / Councilor	Verified Proper Documentation, Financial Councilor Need	Patients Requiring Financial Arrangements Go to Financial Councilor	Financial Arrangements	Patient, Registrar
Patient, Registrar	Verified Proper Documentation, Financial Arrangements	Registration Processes Patient	Registered Patient	Ancillary Dept.
Patient, Registrar	Registered Patient	Patient Goes to Ancillary Dept. for Service	Checked In Patient At Ancillary Dept.	Patient, Ancillary Dept.

Service

SUPPLIER	INPUT (use nouns)	PROCESS (use verbs)	OUTPUT (use nouns)	CUSTOMER
Customer	Phone Call / ITSM System	IT Service Desk Receives Call And Creates Incident in ITSM	Customer Incident	IT Service Desk
IT Service Desk	KCS, Peer, Other Team	Research / Diagnose Incident	Resolve or Dispatch	IT Service Desk

SUPPLIER	INPUT (use nouns)	PROCESS (use verbs)	OUTPUT (use nouns)	CUSTOMER
IT Service Desk	ITSM System	IT Service Desk Updates Incident and Resolves or Dispatches to TSC	ITSM Activity	TSC Service Management System (TSC, SMS)
ITSM System	Incident Number	Import Incident to TSC SMA from ITSM System	TSC SMS Incident	TSC Warehouse
TSC Warehouse	Swap IT Device	Device is Sent to Configuration and/or Directly to Shipping	Device Configuration Complete and Ready for Store Use	TSC Shipping
TSC Shipping	Device Staged for Shipping	UPS Truck Loaded	UPS Package in Transit	UPS

Notes:

Steps to Construct a SIPOC Diagram

1. On a large surface, begin by listing S-I-P-O-C.
2. List 4-6 high-level process steps. List the first step of the process and last step of the process. Fill in the other major process steps. For each step in the process, always include a verb and a noun (for example, "Complete Audit"). Do this for each step in the process.
3. List the output of the process step (there may be more than one).
4. List the customers that use or need the output of each step.
5. List the input that is needed for each step in the process (there may be more than one).
6. List who supplies the inputs.

When Should a SIPOC be Used?

Use a SIPOC Diagram in the Define step to better understand the scope of the problem you are trying to solve.

The SIPOC is very useful to help all members of your team have a common understanding of the process at hand.

Pitfalls to Avoid

- A SIPOC is only an overview, not an in-depth look at a process, some aspects will be missing.
- Make sure that the process section accurately describes the process as it is,

not as you want it to be.

- If needed your team can create a detailed process map in the Measure step.
- Your team may need to revisit the SIPOC if process changes are made in the Improvement or Control steps to accurately describe the process as it will become.

Notes: