

# SIPOC Lite

## Session setup

Field	Entry
Purpose	
Owner	
Date	
Time box	
Process name	

## Go and See

Visited the work	When/where
Yes / No	

## Whiteboard Steps

- 1. Write the column headers across the top: S | I | P | O | C**
  - S = Suppliers (who provides the inputs; internal or external)
  - I = Inputs (materials, information, triggers)
  - P = Process (5–6 high-level steps)
  - O = Outputs (products, services, decisions, documents)
  - C = Customers (who receives the output; internal or external)
- 2. Start with P (Process) only.**
  - List the high-level steps vertically under P (aim for 5–6; fewer or more is fine).
  - Use action phrases (e.g., “Weld Widget,” “Validate data,” “Build schedule”).
  - If a step has multiple pathways, summarize by intent (“Route Request”) rather than branching flows.
  - This vertical list sets the scope you’re addressing.
- 3. Now work row by row: fill S, I, O, C for that row in any order.**
  - Be specific: exact system names, forms, files, part numbers, role titles, customer names.
  - Hint: often the Customer (C) of one step becomes the Supplier (S) of the next, capture it when true, but don’t force it.
- 4. Keep granularity tight.**
  - Inputs are things consumed or required to execute the step (not the whole department).
  - Outputs are the concrete deliverables the next step or customer uses (not “work done”).
  - Suppliers/Customers are roles, teams, systems, or organizations and not vague groups.

Work live on a physical or virtual whiteboard. Record on this sheet only if needed. Capture final highlights on the A3.

## Waste Walk (**DOWNTIME**) on the SIPOC

Scan each row and its S/I/O/C for the 8 wastes. Mark findings with sticky dots or initials. You can also do this while building the SIPOC but do an overall review at the end.

**D** — Defects: Rework, wrong info, missing fields.

*Examples:* returned forms, data fixes, failed checks.

**O** — Overproduction: Making/processing before it's needed.

*Examples:* batch reports nobody reads, early builds.

**W** — Waiting: Idle time between steps, queues, approvals.

*Examples:* ticket in triage, pending sign-off.

**N** — Non-utilized Talent: Skills not used, poor role–task fit.

*Examples:* engineers doing data entry, no empowerment to solve.

**T** — Transportation: Unneeded movement of items/information.

*Examples:* passing files between systems without value add.

**I** — Inventory: Work-in-process, backlogs, excess materials.

*Examples:* inbox with 300 requests, parts pile.

**M** — Motion: Extra movement by people/tools.

*Examples:* clicking through 6 screens, hunting for files.

**E** — Extra-processing: More work than the customer needs.

*Examples:* duplicate entry, overformatting, redundant checks.

**Close-out:** Circle the 2–3 biggest wastes impacting the target step(s). Select one (1) and move onto completing a simple flow chart to further refine or begin defining Problem Perception.