

SIPOC Analysis

Definition:

- A simple tool that provides a high-level view of the important elements of the process.
- SIPOC is an acronym that stands for *Suppliers, Inputs, Process, Outputs and Customers*.

When it is used:

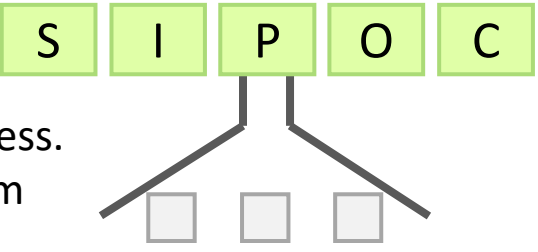
- When investigating a process to identify its important elements.
- During the define phase of DMAIC.
- During the planning phase of Kaizen events.
- When designing new processes.

Benefits:

- Helps define the scope of work for a project.
- Helps understand the relationships between the inputs and outputs.

SIPOC elements:

- **Suppliers** – any person or company that supplies inputs.
- **Inputs** – the materials, energy, information, and financial and other resources which are needed to execute the process.
- **Process** – the collection of activities that together transform inputs into outputs that is of value to the customer.
- **Outputs** – the tangible products and/or services that result from the process.
- **Customer** – the person or company that receives the outputs of the process.



How to create?

- Begin with the process by listing the key highest-level steps.
- Identify the outputs of the process.
- Identify customers who will receive outputs.
- Identify the inputs required for the process to function properly.
- Identify the suppliers of the process inputs.
- Ensure the completeness of the recorded information.

SIPOC analysis is a team effort, and the team should include people with enough knowledge of the process.

SUPPLIERS	INPUTS	PROCESS	OUTPUTS	CUSTOMERS
Employees	Idea description	Submit an idea	Implemented Improvement	Departments
Evaluation panel	Estimated benefits & costs	Review idea	Appreciation letter and/or reward	Employees
	Evaluation criteria	Implement idea	HR Records	HR team
		Report results		
		Reward employee		

EXAMPLE – Submit and Implement an Idea Process