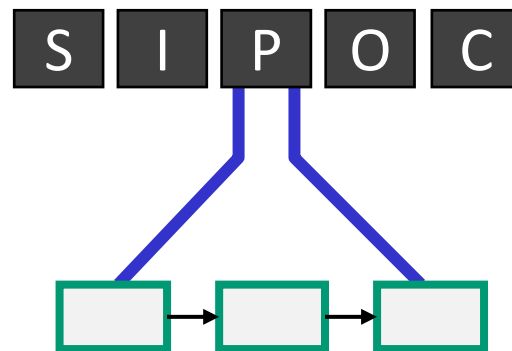
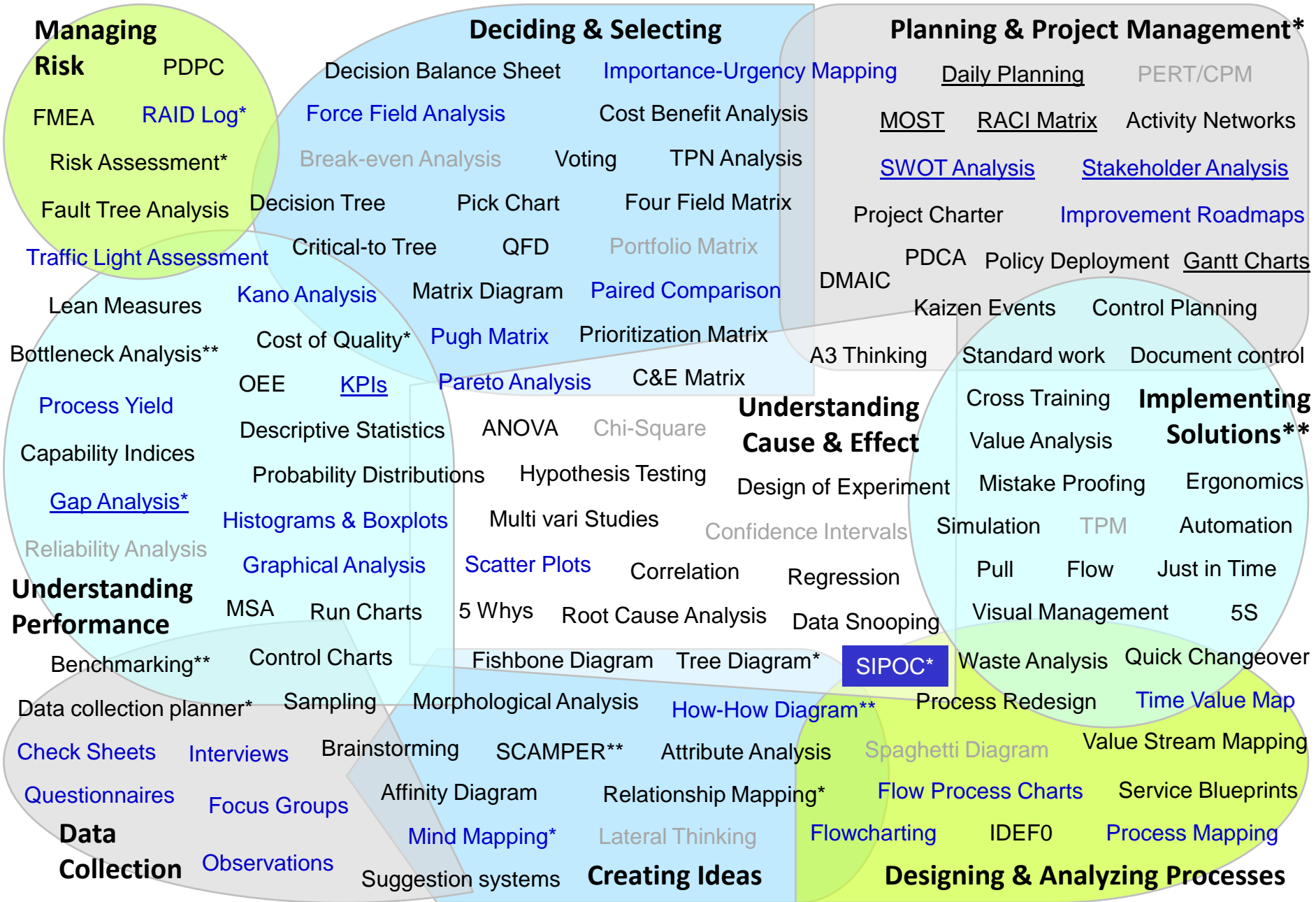


# Continuous Improvement Toolkit

## SIPOC Mapping

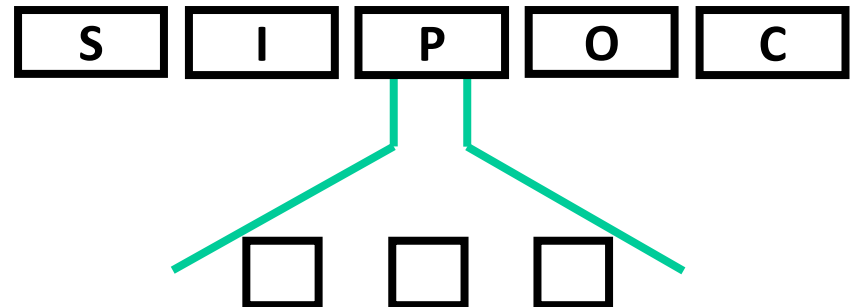


# The Continuous Improvement Map



# - SIPOC Mapping

- ❑ A high-level process map that defines the scope of a process and its inputs, outputs, suppliers and customers.
- ❑ Represents the flow of the process and its key elements in a table format.
- ❑ Widely used in process design and improvement initiatives.
  - Helps identify relevant information before starting a project.



# - SIPOC Mapping

## When it is Used?

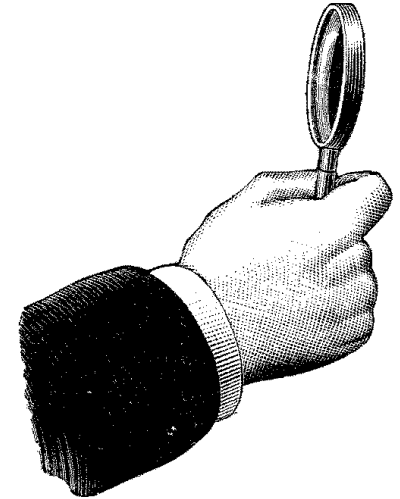
- ❑ **Used to help ensure everyone understands the core process.**
  - When it is too early for a detailed process mapping.
- ❑ Used in defining and designing new processes.
- ❑ Used at the beginning of a process improvement initiative:
  - DMAIC and Kaizen events.
- ❑ Allow other stakeholders to agree on the project scope.



# - SIPOC Mapping

## Benefits:

- ❑ Helps define the scope of work for a project
- ❑ Identifies areas that are within or beyond the control of the team.
- ❑ **Helps identify potential gaps such as:**
  - Unnecessary inputs.
  - Outputs that customers don't want.
  - Process steps that add no value.
- ❑ Helps to begin thinking in terms of cause and effect.
- ❑ Helps to see the relationships between the inputs and outputs of the process.



# - SIPOC Mapping

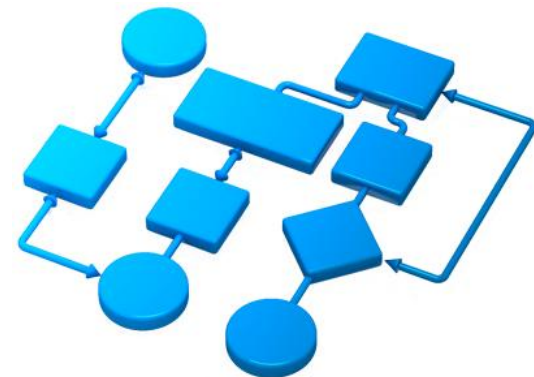
- ❑ A **Supplier** is a person or company that supplies inputs.
- ❑ An **Input** is the material, energy, information, manpower, and financial resources which are needed to execute the process.
- ❑ A **Process** is a collection of activities that take one or more inputs to create an output that is of value to the customer.
- ❑ An **Output** is the product or service results from the process.
- ❑ A **Customer** is the person or company that receives the outputs of the process.



# - SIPOC Mapping

## How to Create a SIPOC Map:

- ❑ Clearly explain the purpose for creating the SIPOC map.
- ❑ Emphasize that the map must represent the situation as it exist.
- ❑ Hang out five large flip-charts.
- ❑ Allow you team to provide input on each of the five categories.
- ❑ Begin with the process by writing the key highest-level steps.
- ❑ Identify the primary outputs of the process.
- ❑ Identify customers who will receive outputs.
- ❑ Identify the inputs required for the process to function properly.
- ❑ Identify the suppliers of those inputs.
- ❑ Discuss the SIPOC map with key stakeholders to verify accuracy.



# - SIPOC Mapping

## Example – A Car Purchasing Process:

### Suppliers

- Dealers
- Individuals

### Inputs

- Models
- Specifications
- Price
- Availability

### Process

- Determine car Option
- Review specs. & test drive
- Negotiate price & delivery date
- Sign paperwork
- Collect the car

### Outputs

- Car
- Payment
- Paperwork
- Service contract
- Delivery date

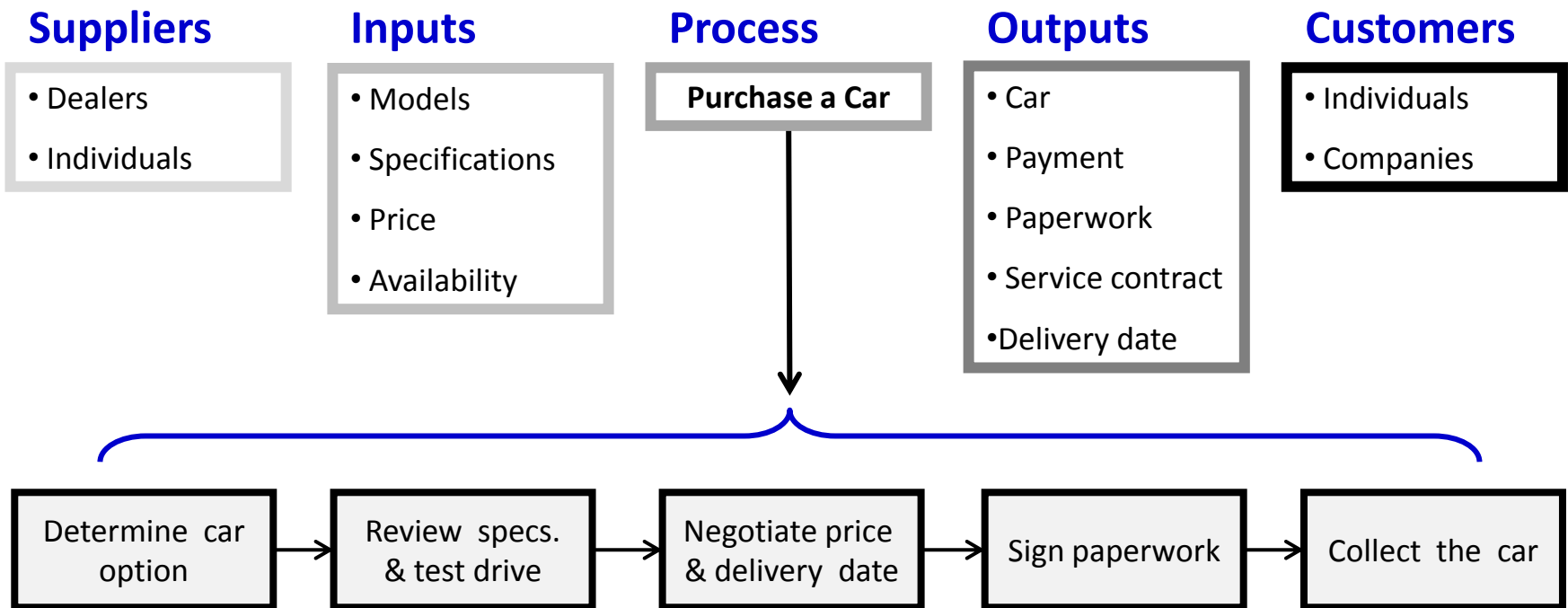
### Customers

- Individuals
- Companies



# - SIPOC Mapping

## Example – A Car Purchasing Process:



The process is expanded at the bottom of the table to present it in a process map format

# - SIPOC Mapping

## Further Information:

- ❑ Sometimes it is useful to display on the SIPOC map the requirements that are important to the customers.
- ❑ The IPO (inputs-processing-outputs) is a simpler model that represents the most basic structure for describing a process.
- ❑ It is widely used in software engineering and systems analysis and can equally be useful in both process design and process improvement efforts.