



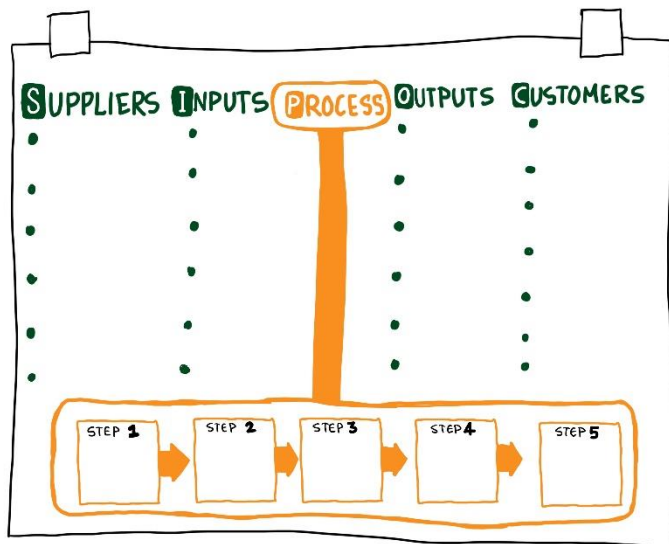
BRIDGE Academy Toolkit

SIPOC

Description: The SIPOC tool is used to graphically outline the high-level elements of a process and help to demonstrate how a given process serves the customer. It is used to identify the relevant elements of a process improvement project to ensure that everyone involved in the project is on the same page about the scope and high-level steps of the process.

SIPOC is an acronym that stands for:

- **Suppliers:** The individuals or organizations that provide inputs to the process.
- **Inputs:** The people, machines, methods, materials, and environment that are required by the process to produce the outputs.
- **Process:** The step-by-step method that produces the output. In a SIPOC, the process is defined at a high level, only five steps, and starts with a defined beginning and end step.
- **Outputs:** The products, materials, information, and/or services that are produced by the process and provided to internal or external customers.
- **Customers:** The people or organizations who receive and/or pay for the outputs of the process.



Facilitation Tips

- Only one person facilitates the SIPOC and posts on the wall or screen
- The facilitator should ask the group questions and listen carefully to responses
- When recording process steps, use a simple "Verb, Noun" format
- Ask clarifying questions to develop shared understanding
- Lead the group to consensus
- Write large enough for everyone to see (use Sharpies, not pens or pencils)

How to Use this Tool:

1. Name the **Process** to be diagrammed. Display a brief title in the Process column.
2. Identify the first and last step of the process. Record these in the Step 1 and Step 5 boxes.
3. Fill in the three steps in between the beginning and end of the process.
4. Identify the **Outputs** – what the process produces for its customers.
5. Identify the **Customers**.
6. Identify the **Inputs** to the process.
7. Identify the **Suppliers** of those inputs.