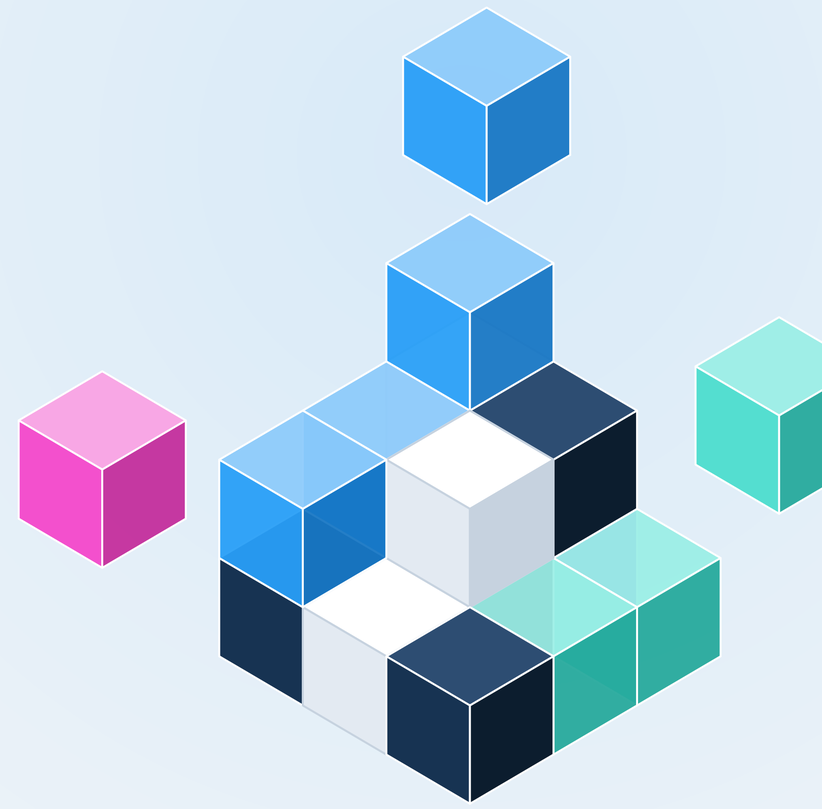
PROCESS IMPROVEMENT

SIPOC Process Mapping



SIPOC is a one-page, high-level map of a process that names its Suppliers, Inputs, main Process steps, Outputs and Customers, so a team agrees on scope before going into detail.

01 THE CORE MODEL

FIVE COLUMNS · SCOPE ON ONE PAGE

SUPPLIERS	INPUTS	PROCESS	OUTPUTS	CUSTOMERS
Steel service center	Bar stock	**1 Saw**	Machined housing	Assembly line
Tool supplier	Cutting tools	**2 Turn**	Inspection record	Quality
Planning	Work order	**3 Mill**	Scrap data	Controlling
Maintenance	Machine ready to run	**4 Inspect**	Completion in MES	Planning

Scope

SIPOC fixes where the process starts and ends before detailed mapping.

High-level steps

Four to seven steps only; detail comes later in a process map.

Customer needs

Each output is judged against what its customer needs.

02 WHEN TO USE IT

Use SIPOC at the start of a project to agree scope and stakeholders.

TOO DETAILED — RIGHT LEVEL

SIPOC MISUSED

- Dozens of steps in the process column
- Inputs listed that nobody supplies
- Only the end customer is named

SIPOC USED WELL

- Agreed start and end points
- Internal customers named too
- A basis for measurement planning

03 WORKED EXAMPLE

PROJECT ON LATE HOUSINGS · SCOPING WITH SIPOC

START
Bar stock received
first process boundary

→

STEPS
Four steps
saw, turn, mill, inspect

→

END
Housing at assembly
second boundary

→

INSIGHT
Planning as supplier
work orders arrive late

04 MANAGEMENT TAKEAWAYS

01
Start from the customer
Fill in outputs and customers first, then work backward.

02
Name internal suppliers
Planning, maintenance and IT are often key suppliers.

03
Keep it to one page
Its value is a shared, quick view of the scope.

05 COMMON MISTAKE

LIMITATION
Skipping to the detailed map
Without an agreed SIPOC, teams map different processes and argue about scope later.