

SIPOC TOOL

Process Name:	Date Completed:
Completed by:	

SIPOC Analysis

Suppliers

Inputs

Processes

Outputs

Customers

Who supplies the process inputs?	What inputs are required?	What are the major steps in the process?	What are the process outputs?	Who receives the outputs?

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SIPOC Example – Sales Process

Suppliers	Inputs	Processes	Outputs	Customers
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Who supplies the process inputs?	What inputs are required?	What are the major steps in the process?	What are the process outputs?	Who receives the outputs?
Web inquiry	Customer details (name/phone/email)	Follow up lead	Customer questionnaire answers	Sales Manager
Cold Calling		Apply sales questionnaire	Quote Y/N decision	Sales Manager
Referrals		Undertsand client needs	Cost Estimate	Sales Manager
Advertising		Decide whether to quote	Customer Quote documented/sent	Customer
		Estimate costs	Follow up actions	Salesperson
		Create customer quote	Result	Sales Manager
		Follow up quote with customer		

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Tips & Tricks:

1. Set your process objective – really understand the ideal final result from the process
2. The general practice approach I to start with the process and work outwards. Personally I find it easier to start at the outputs and work backwards. There is no right or wrong way!
 - a. An easy 5 step process here: <https://sipoc.info/sipoc-diagram/>
3. Suppliers can be internal (other areas within your business) or external
4. Customers can be internal (other areas within your business) or external
 - a. The final customer should always be considered as the highest priority
5. Review with staff
 - a. Include people that feed information into the process (Suppliers) where possible
 - b. Include people that represent outputs from the process (Customers) where possible
6. Process – include all actions that must be performed whether by human or machine
 - a. If there is a decision that is a process step
 - b. If something changes form/shape or location that is a process step
 - c. If something adds value it is a process step
 - d. Although this designed for high level understanding I think it is useful to list all process steps as you do the exercise and then group steps where a higher level view is desired.
7. Have fun – make it a fun group session.
 - a. Explain there is no right or wrong approach/answers
 - b. Draw the grid on large paper or whiteboard
 - c. People take turns to write up their information
 - d. Encourage people to talk
 - i. Gauge understanding/alignment with your process objectives
 - ii. Encourage all to participate/facilitate especially the shy ones
 - iii. Accept all answers even if they seem wrong – reconfirm at the end