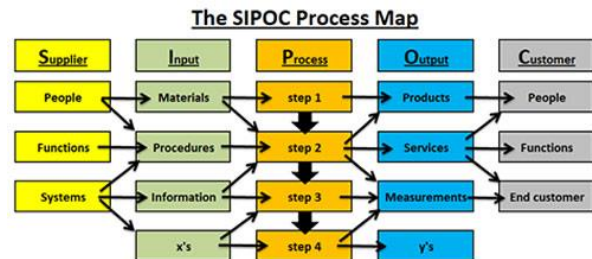


## SIPOC – ELEMENTS OF THE PROCESS

SIPOC diagram is a visual representation of a process map of the high-level; SIPOC includes process but also inputs and suppliers and the left and outputs and customers from process on the right. SIPOC is the diagram that helps a team to draw the process map and identify key indicators.

The common elements to all processes are: **Suppliers**, **Inputs**, **Process**, **Outputs** and **Customers**.

- ✓ S - **Suppliers** – can be persons, functions;
- ✓ I – **Inputs** – inputs from suppliers;
- ✓ P - **Process** – the most important steps;
- ✓ O - **Outputs** – outputs from process;
- ✓ C - **Customers** – clients.



The objectives **SIPOC** diagram are:

- To identify the major elements of processes;
- To develop appropriate measurement indicators, identifying areas to be improved and which may affect the most the customer satisfaction.

The steps in creating a SIPOC diagram are:

- Identify the process / Finding a name for the process;
- Clarifying the process limits (beginning and end);
- Listing the main outputs and customers;
- Listing key inputs and suppliers;
- Identifying and marking of the main steps (5-7) and establishing their order in time.

Finally SIPOC diagram appears like this:

Suppliers	Inputs	Process	Outputs	Customers

SIPOC is a good tool for translating customer requirements into input and output and identification of key variables of input and output of the process.

SIPOC can be used to define the scope and limits of the process. It helps to communicate inside and outside an organization.

In case if the scope for a project has already been defined, SIPOC can validate the accuracy of this scope.

As help in completing the SIPOC diagram, we can use Ishikawa and "5 Why?".