

# SIPOC MAP

**What** A SIPOC Map (aka SIPOC Diagram) is used to clarify the scope of a project by capturing the full breadth of the related process activities. They are constructed to generate a greater understanding of the relationships between the inputs and outputs, identify waste, and prioritize projects.

**When** A SIPOC Map helps define a complex project that may not be well scoped, so it is often used in the Definition phase, and sometimes used in the Measure phase, of the DMAIC process for Lean Six Sigma projects. A SIPOC map is particularly useful when elements of the process (suppliers, specifications, customers, requirements, and steps) are not very clear at the start of a project.

**How** 1. **Invite the right people:** In this technique it is important to include people that are intimately familiar with the process. Their hands-on knowledge is critical to the success of the project. You might also include one or two people that have no experience with the process. These people will help you uncover and test your hidden assumptions.

2. **Create the Work Space:** Create the workspace for the team to build the Map. We recommend using a sticky wall with half-pages for process steps and quarter pages for all other items. Sections of the map should include the headers Supplier, Input, Process, Output, and Customer. As an option, it may also include Requirements at the end.

3. **Create High-Level Process Map:** Create an AS-IS process map of the process to be improved. The process should include 5 to 9 high-level steps. Generate the level of detail where needed. Include all major activities, sub-processes, and interfaces. Don't forget queues and rework loops. More detailed maps can be constructed of any portion of the higher-level map.

4. **ID Inputs:** Identify the inputs used for each major step of the process. Record the operating parameters for the inputs

5. **ID Suppliers:** Identify the Suppliers of each input used in the process. (Remember that suppliers can be internal as well as external).

Supplier	Input	Process	Output	Customer
S1 Applicant	I1 Telephone	P1. Request Application	O1 Application	C1 Staffing Coordinator
S2 Applicant	I2 Application form	P2. Submit Application	O2 Completed Application	C2 Staffing Coordinator
S3 Sponsor	I3 Contact Information	P3. Verify Application	O3 Calls to References	
		P4. Review Application		
		P5. Approve/ Disapprove		
		P6. Send Welcome Materials		

6. **ID Outputs:** Identify the outputs of each step and the ultimate output of the process.

7. **ID Customers:** Identify the customers (both internal and external) of the process. Place their cards at the appropriate process step level and number appropriately.

8. **Verify Map:** Verify the completed map with the Project Sponsor, Champion, or other stakeholders.