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SIPOC (Suppliers, Inputs, Process, Outputs, Customers) Template

What is SIPOC (Suppliers, Inputs, Process, Outputs, Customers) Template?

SIPOC (Suppliers, Inputs, Process, Outputs, Customers) template is a popular tool used in business process mapping and quality management to identify and analyze the key elements of a process. It's a structured framework that helps organizations understand how their processes interact with suppliers, customers, and other stakeholders.

Here's what each letter stands for:

S - Suppliers: Who provides raw materials, goods, or services to your organization?

- Identify all the suppliers involved in your process.
- Consider both internal (e.g., departments within your company) and external suppliers (e.g., vendors, contractors).

I - Inputs: What are the inputs required for the process?

- List all the resources, materials, information, or services needed to perform the process.
- Consider both physical (e.g., raw materials, equipment) and intangible (e.g., knowledge, expertise) inputs.

P - Process: What is the main activity being performed in the process?

- Describe the specific steps involved in the process.
- Identify any subprocesses or tasks that are part of the larger process.

O - Outputs: What are the products, services, or results produced by the process?

- Define what your organization produces as a result of the process.
- Consider both tangible (e.g., physical goods) and intangible (e.g., reports, data) outputs.

C - Customers: Who receives the outputs of the process?

- Identify all the customers or stakeholders who receive the products or services produced by the process.
- Consider both internal (e.g., other departments within your company) and external customers (e.g., clients, patients).

The SIPOC template is often used in various industries, such as:

1. Quality management: to identify areas for improvement and optimize processes.
2. Supply chain management: to map relationships with suppliers and customers.
3. Business process re-engineering: to analyze and redesign processes.
4. Operational excellence: to streamline workflows and eliminate inefficiencies.

By using the SIPOC template, organizations can gain a deeper understanding of their processes, identify areas for improvement, and develop strategies to optimize performance.

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SIPOC Template

SIPOC Diagram



Details

Suppliers

Inputs

Process

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Last update: **2024/07/26 18:20**

