



Suppliers Input Process Output Customers (SIPOC) Process Mapping

SIPOC Process Mapping for Value Stream Mapping

Purpose

The enterprise's current processes, that are either suppliers to or customers of the value stream are central to the success of the improvement initiative. As the Value Stream is an integrated system of supplier and customer processes (both internal and external), and as any change to the value stream is made, that change may in fact impact all these collaborative processes; thus, it is important to map these process inter-relationships utilizing SIPOC (suppliers, inputs, process, outputs and customers) process mapping.

In SIPOC process mapping, a process is process flow mapped - noting individual inputs and outputs at the various points along the process flow map. Each input and output has its respective supplier and customer noted along with it. After a SIPOC has been completed... there is a clear understanding of a specific process, who supplies what to the process and at what point in the process these inputs are injected; and conversely what outputs are produced along the process and who are the customers or recipients of these outputs. Questions can then be raised about the "true need" for such inputs and outputs, an understanding of the degree to which these inputs and outputs are complete and accurate, and what waste potentially resides within the process.

Benefits

SIPOC for Value Stream Mapping benefits to the Value Stream Mapping team include...

- Increased understanding of the various process **inter-relationships** in the Value Stream.
- Increased understanding of the **processes**: either those explicitly part of the Value Stream or those implicitly as Value Stream stakeholders.
- Increased understanding of the **Value Stream process suppliers** and their inputs, and the **Value Stream process customers** and the outputs to them; such that any stakeholders are consulted, interests and expectations understood, and proposed changes agreed upon.
- Increased understanding of the technology landscape regarding the various inputs and outputs.
- Increases the productivity and accuracy of the Value Stream Mapping team during the current state mapping time, allowing more time to be spent on creating the future state and acting on the kaizen roadmap.

Accuracy and productivity gains come by way of having an understanding of the implicit and explicit Value Stream Mapping processes ahead of the value stream mapping exercise: making for quicker

work in interviewing the process owners during the value stream walk, drawing the current state map – including the information and data flow, and generally improving the accuracy of the value stream mapping team and their experience.

- Improved Ideation Quality: Time between the SIPOC process mapping and the value stream mapping kaizen event allows stakeholders to think more deeply about potential improvements they might offer as suggestions to the value stream mapping team.

Figures 1 and 2 below give sample illustrations of simple SIPOC process mapping.

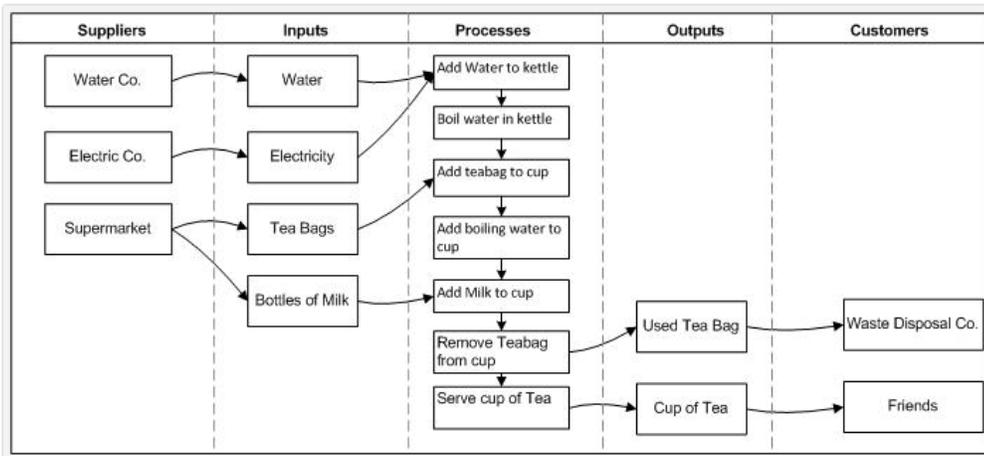


Figure 1: Preferred method for non-linear SOPIC inter-relationships

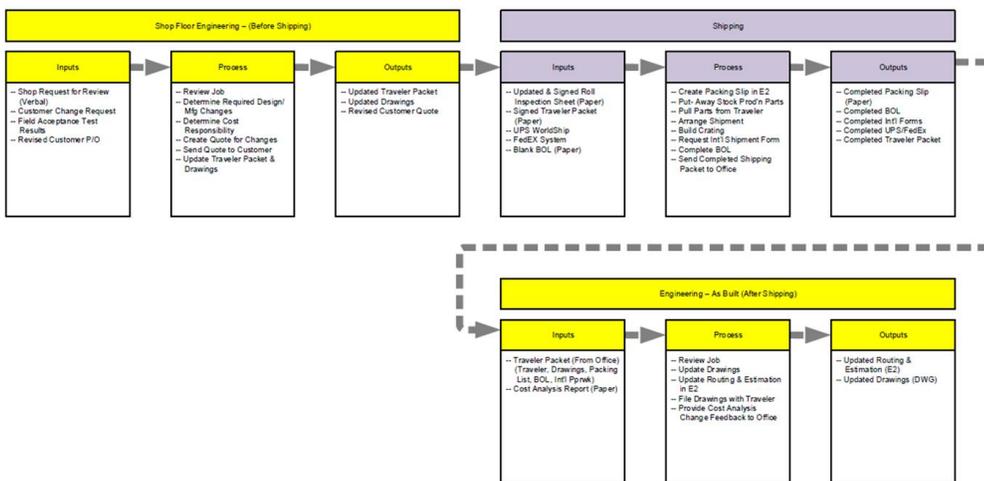


Figure 2: Acceptable method for linear SOPIC inter-relationships