SIPOC

Page 1 of 2

See pages 3-4 for instructions

A **SIPOC** shows all the key components of a process.

Process Name

Process Purpose

Process Owner(s)

SIPOC Author(s)

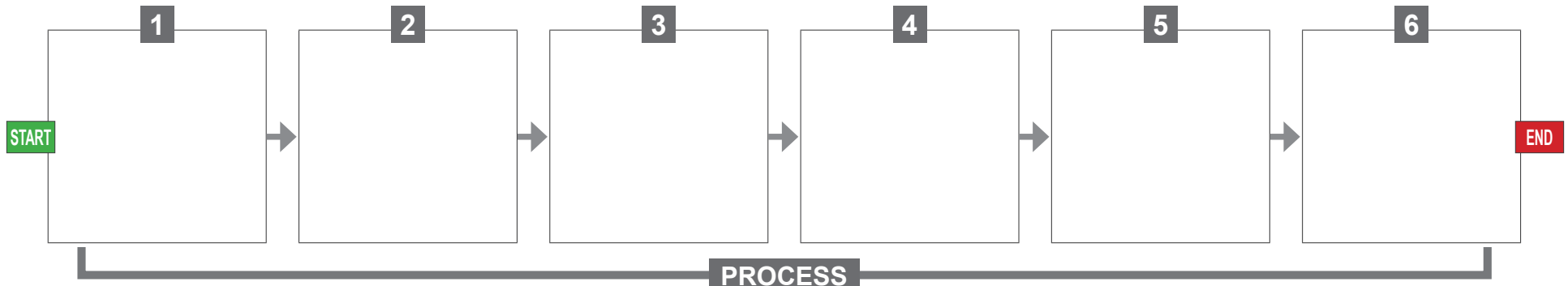Version   Date Created   Date Last Updated

See the next page for:

- Additional documents relating to this process
- Related processes
- Revision history for this SIPOC

1	2	3	4	5	6

START → → → → → END

PROCESS

SUPPLIERS	INPUTS	OUTPUTS	CUSTOMERS*
Who supplies key inputs for the process?	What are the key inputs?	What is created by the process?	Who uses what this process creates?
			Primary customers:
			Other customers:

University of South Carolina • Office of Organizational Excellence

* **Customer** is used here as a general term for the people and offices who use outputs from the process.

SIPOC

Process Name	
Process Purpose	
Process Owner(s)	

Guidance Documents

Top recommended resources are listed first.

SIPOC authors: Provide brief descriptions and TinyURL links.

Related Processes

SIPOC authors: List related processes below, and link to SIPOCs if available.

Revision History

Version	Author	Date	Comments
			Initial creation of SIPOC

Additional Information
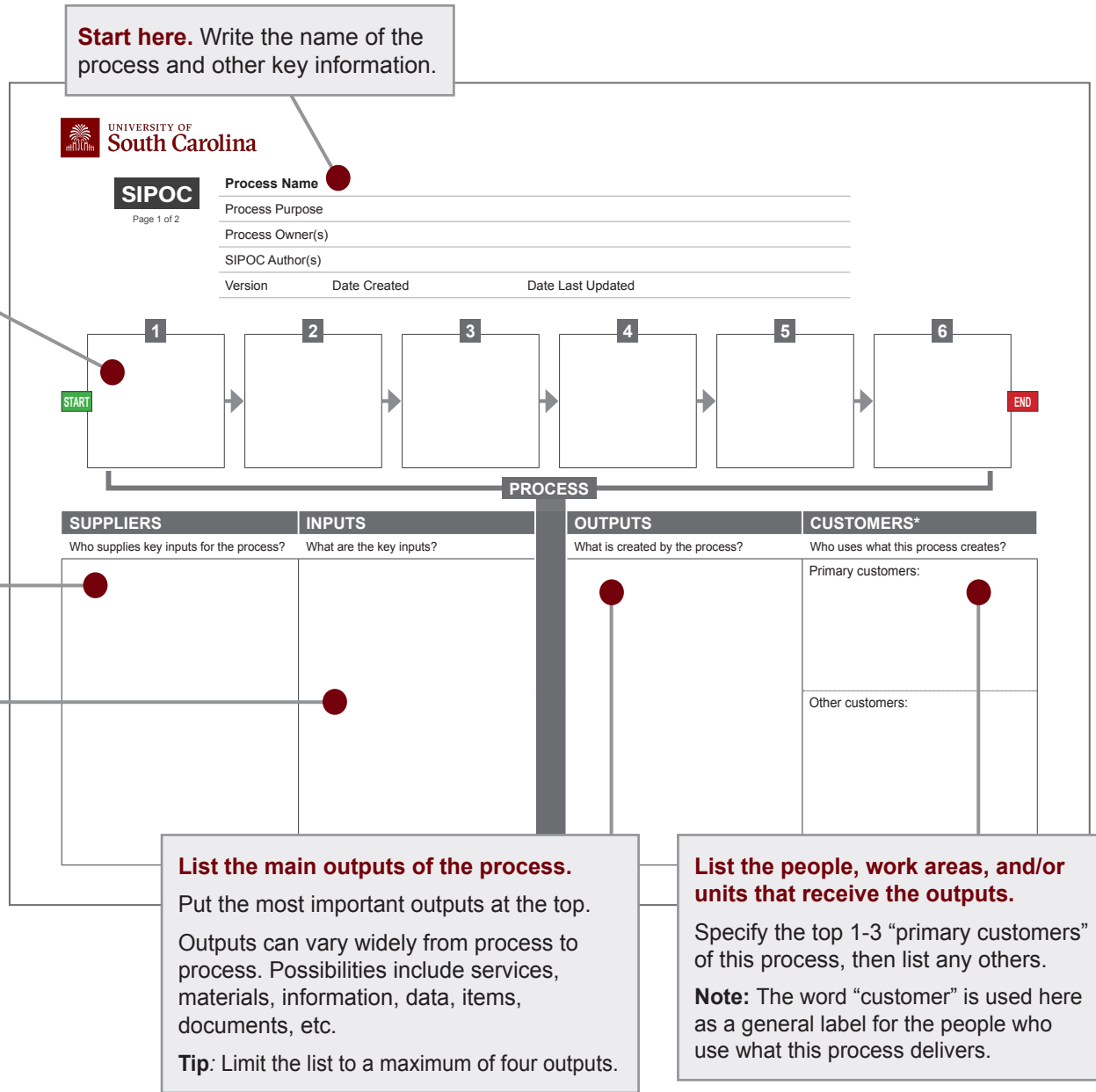
SIPOC
INSTRUCTIONS

When using a SIPOC to document an existing process: Identify the high-level process first, then the outputs and "customers." Then move left on the page, identifying the inputs and the suppliers.

When using a SIPOC to create a new process: Identify the customers and needed outputs first, then develop the macro level process, then identify needed inputs and suppliers.

Start here. Write the name of the process and other key information.

Create an overview of the process.

Document the major steps from start to finish, putting a separate step in each box.

Stay high level by using a maximum of six boxes.

When writing each step, use an active verb+noun to describe what happens.

Tip: Start by writing the first step (first box) and th last step (last box), then fill in the other major steps

UNIVERSITY OF
South Carolina

SIPOC
Page 1 of 2

Process Name _____
Process Purpose _____
Process Owner(s) _____
SIPOC Author(s) _____
Version _____ Date Created _____ Date Last Updated _____

| 1 | 2 | 3 | 4 | 5 | 6 |

START → → → → → → END

PROCESS

List the "suppliers" – the people, offices, or units who provide inputs into the process.

Many processes rely heavily on the quality of the inputs, so it's important to identify your suppliers.

SUPPLIERS	INPUTS	OUTPUTS	CUSTOMERS*
Who supplies key inputs for the process?	What are the key inputs?	What is created by the process?	Who uses what this process creates?
			Primary customers:
			Other customers:

List key inputs that are needed by the process.

Every process has essential inputs on the front end. Examples include materials, services, information, data, documents, etc.

Tip: List up to six inputs, with the most important ones at the top.

List the main outputs of the process.

Put the most important outputs at the top.

Outputs can vary widely from process to process. Possibilities include services, materials, information, data, items, documents, etc.

Tip: Limit the list to a maximum of four outputs.

List the people, work areas, and/or units that receive the outputs.

Specify the top 1-3 "primary customers" of this process, then list any others.

Note: The word "customer" is used here as a general label for the people who use what this process delivers.

SIPOC
INSTRUCTIONS
continued

List available resources that provide additional information and guidance about this process.

Take time to find everything that is available, and list up-to-date items with links to each.

IMPORTANT:

• **Search:** Be very thorough in your search.

• **Remove:** When finding out-of-date document with incorrect guidance, remove them from circulation.

• **Revise:** When you find an item that is mostl current but needs revision, make the needed changes to bring the resource fully up to date.

• **Create:** If you find a lack of supporting resources consider creating one or more items to provide guidance. These can include a process map, work instructions, and/or job aids – the right resources depend in part on the process. Be sure to include links in the listing on the right.

Use these fields whenever updating this SIPOC.

It's important to keep SIPOCs and all other process documents up to date.

UNIVERSITY OF South Carolina

SIPOC
Page 2 of 2

Process Name
Process Purpose
Process Owner(s)

Guidance Documents

Top recommended resources are listed first.

SIPOC authors: Provide brief descriptions and TinyURL links.

Revision History				
Version	Author		Date	Comments
				Initial creation of SIPOC

Related Processes

SIPOC authors: List related processes below, and link to SIPOCs if available.

Additional Information

List processes that relate to the process for which this SIPOC has been created.

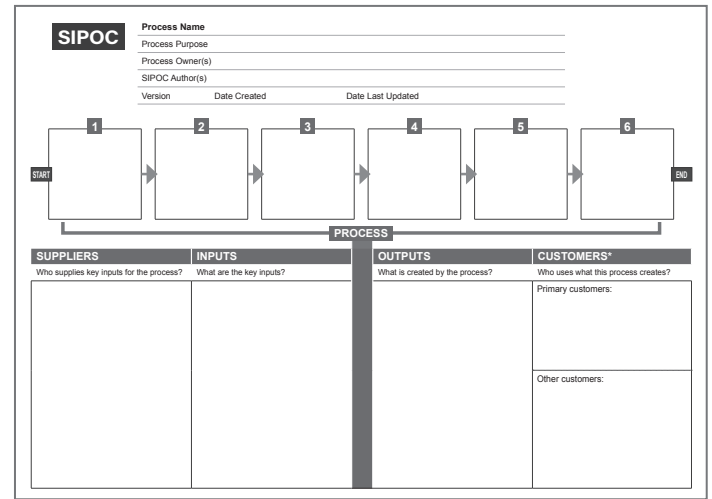If a SIPOC exists for any of these additional processes, include links.

SIPOC

Shows all the key components of a process: suppliers, inputs, high-level process, outputs, customers

- **Highest-level view**
- **The SIPOC is the perfect starting place for communicating a process**

- Use the fill-save SIPOC template
- Link from the SIPOC to up-to-date process maps, procedures, and other guidance docs.

A SIPOC should exist for every major process. It's an ideal tool for providing an overview, identifying key factors and connections, and sharing additional information. (The SIPOC template can also be used to create new processes.)

SIPOC

Process Name
Process Purpose
Process Owner(s)
SIPOC Author(s)
Version   Date Created   Date Last Updated

| SUPPLIERS | INPUTS | OUTPUTS | CUSTOMERS* |
| Who supplies key inputs for the process? | What are the key inputs? | What is created by the process? | Who uses what this process creates? |

Primary customers:

Other customers:

Process

Series of interacting activities that transform inputs into outputs

- Shows WHAT we do, WHO does it, and WHEN
- Best represented visually as a process map with swim lanes

- Create process maps with free online tools like draw.io or Lucidchart or Google Drawings, or use Visio

A process map goes by many other names, including flowchart, functional process chart, functional flowchart, workflow diagram, process flow diagram.
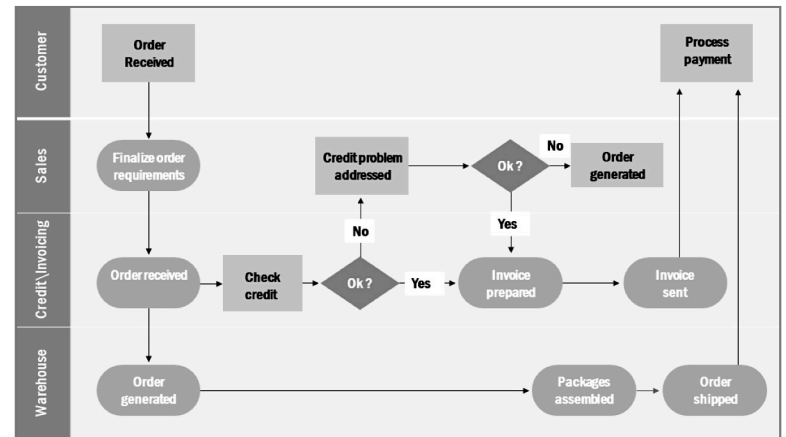
Procedures

Specified way to carry out an activity or process

- Describes HOW we do something
- Mostly a narrative description, sometimes with images
- Can be mandatory

- By having a standard way of doing things clearly spelled out, employees don't have to spend extra time trying to figure out what to do

Standard Operating Procedure

1. Purpose
Describe the process for <official name of SOP>.
Describe relevant background information.

2. Scope
Identify the intended audience and /or activities where the SOP may be relevant.

3. Prerequisites
Outline information required before proceeding with the listed procedure; for example, worksheets, documents, IFAS reports, etc.

4. Responsibilities
Identify the personnel that have a primary role in the SOP and describe how their responsibilities relate to this SOP. If necessary, include contact information.

5. Procedure
Provide the steps required to perform this procedure (who, what, when, where, why, how). Include a process flowchart.

6. References
List resources that may be useful when performing the procedure; for example, Admin policies, Municipal Code, government standards and other SOPs.

Work Instructions

Step-by-step guidance for an activity or task

- Maximum detail
- Created only if greater detail is needed

- A work instruction is like a recipe, with all ingredients and steps detailed

Increasing level of detail