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First...



SIPOC

is not rocket science

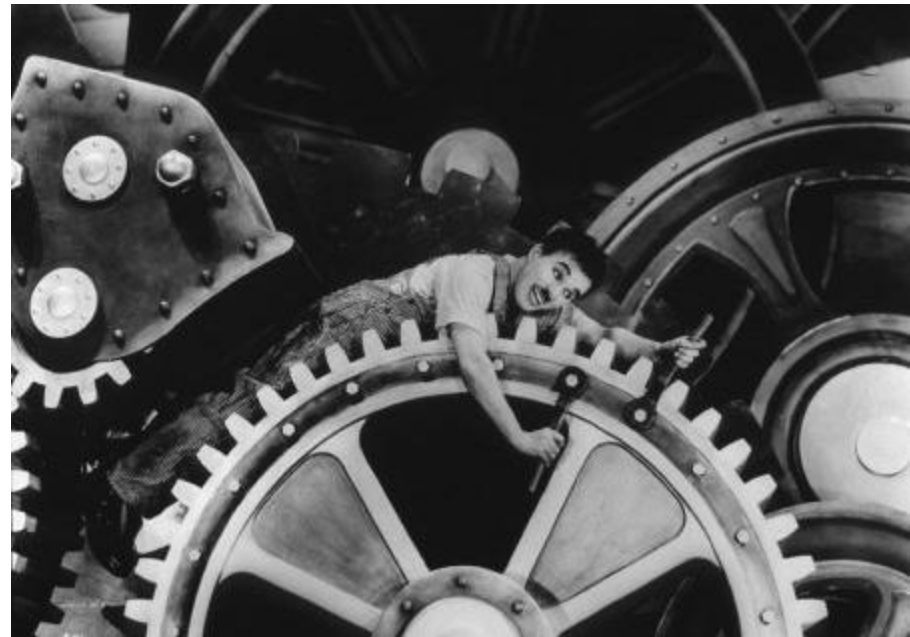
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As consultants...
we are here to
help our
customers
improve their
business
processes.



In order to improve business processes,
we need to know and use SIPOC.



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Our business
processes are
overburdened with
ambiguity, multiple
steps, and increasing
frustrations with just
“stupid stuff.”



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LEAN is all about “process”...
our customer’s “processes” and
our own consulting “processes”.



We can all tell if a process
is working or not working...

Can we really?





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The SIPOC diagramming tool...

is used by a work group to develop
a list of objectives and requirements...

to provide the identified customer...
with the committed upon deliverables.

Starts with the customer...
and is completed at the supplier.



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Suppliers – Inputs – Process – Output – Customer

Customers are the recipients of the designed and agreed upon deliverables

Outputs have been created to meet the committed customers deliverables

Process are how the work group creates the required customer deliverables

Inputs are the materials and information required to create the customer deliverables

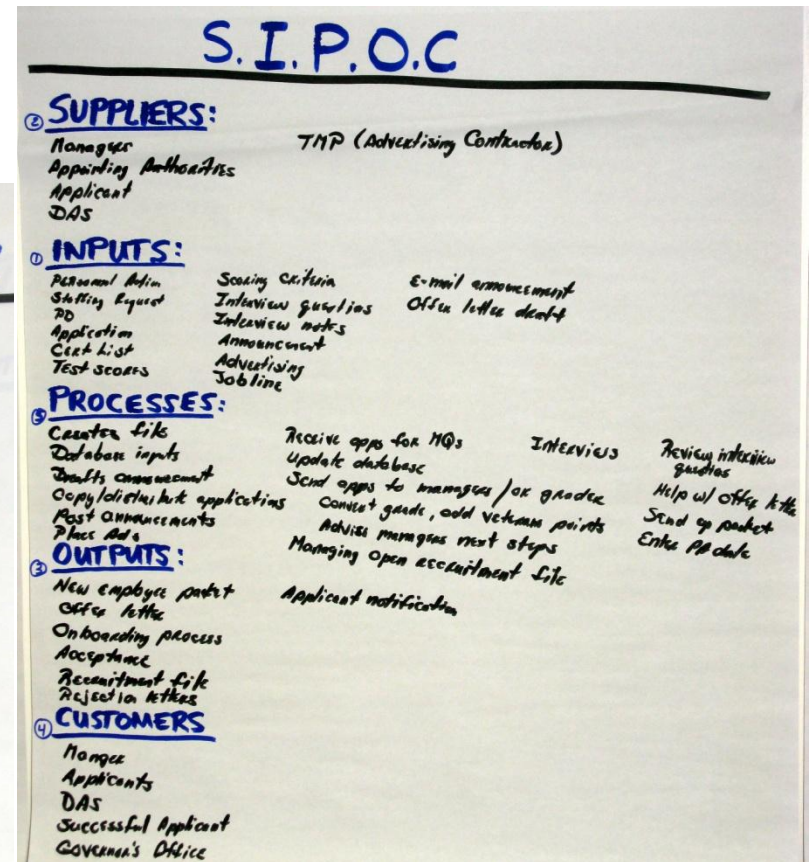
Suppliers are the supply sources of all required materials and Information



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Examples...





Examples...

SUPPLIER Inspectors Samplers
Regional/HQ/monitoring Sta

Input: Samples, Field Data,
LIM System, Instruments,
Chemists, Chemicals, Protocols/SOPs
Labor Resources

Process In the Door ^{START} → Log In → Extraction/
Analysis → Data/Review → Report Gen → Review → Release ^{END}

Output Final Report - complete
- accuracy
- timely

Customer: EPA USGS
Legislature

S I P O C

- Inspectors - Evidence - Documentation of Violation - FEA - PUBLIC
- LAB - Complaint - ~~2-4 wks~~ 3-6 - Final ORDER - EPA
- Public - Regulatory Interpretation - Refer ~~4 wks~~ CASE 1-2 mo News Release - VIOLATOR
- OTHER AGENCIES - PEN - Develop 3-6 mo (Issue) FEA - Ref. - PROGRAM
- PROGRAM - Review - Appeal 3-4 mo - PEN - MEDIA
- HR - LABOR - FINAL ORDER 2-4 wk - OCE
- VIOLATOR - Guidance - COLLECTION





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What does McDonalds, DHS, DEQ have in common?

We all have... customers (customers)

We all have... products that must meet customer needs (outputs)

We all have... processes that make customer products (process)

We all have... resources and materials to build the products (inputs)

We all have... suppliers that supply us the materials (suppliers)



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Now to our exercise...

We want to SIPOC a bag of French Fries

- Who are our Customers?
- What are our Outputs?
- What are the Processes?
- What are the Inputs?
- Who are our Suppliers?



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Here is just one solution...



S	I	P	O	C
Supplier	Input	Process	Output	Customer
FARM	- Potatoes	- ORDER	FRIES	US WE ME
Sysco	- OIL	- COOK		
NCR	- SALT	- PAY		
HR	- LABOR	- PACKAGE		
	- PACKAGING	- DELIVER		
	- Register			
	- Equip.			





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While earlier it was stated that SIPOC starts with the customer and is completed at the supplier, this is not entirely accurate.

SIPOC starts with consultant facilitation and completes with the team understanding and taking knowledge ownership.



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**Do you have any additional
comments, suggestions,
insights, or questions?**

What can I learn from you?

Thank You...John L. Reel