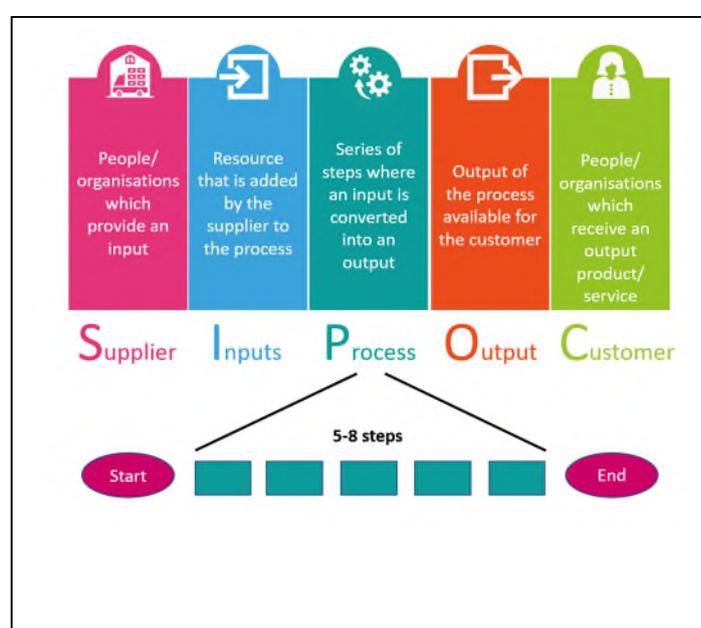


## SIPOC (Suppliers, Inputs, Process, Outputs & Customers) diagram

What is it?

A **SIPOC** diagram, as shown below, is a simple tool that is used to visualise at a high level who does what, with what and for whom. It is a bird's eye view of the process, ensuring a clear understanding of the current flow and interdependencies. Note: within the University context, suppliers and customers can often be internal stakeholders.



### Benefits at a glance....

- a top-level view of a process
- demonstrates linkages between inputs and outputs
- helps identify key external and internal stakeholders (suppliers and customers)
- provides a common understanding of the high-level process
- helps those involved to see how they fit into the bigger picture
- helps identify actions you may need to take on inputs and with suppliers if you want to change the process

## When to use it?

Use **SIPOC** when you want to:

- give people who are unfamiliar with a process (or who need reacquainting with it) a high-level overview
- understand who the recipients of each step are, the “customers”, so that you can seek their feedback using *Voice of the Customer (VOC) tools*
- identify all stakeholders who you may need to negotiate with if you change the process
- define the start and end of a process prior to more detailed *process mapping*
- ascertain what the impact of changing one step in the process might have on the other interdependencies
- identify *waste*



## How to use it?

- Aim to construct your **SIPOC** with those who have hands-on experience of the process.
- start by mapping out a 'big picture' view of a **process** at high-level, typically 5-8 steps
- identify the **inputs** and how they are transformed by the process into **outputs**
- then identify and add in the people involved: the **suppliers** of the inputs and the **customers** of the outputs
- finally, share with stakeholders for evaluation and verification

Suppliers	Inputs	Process	Output	Customers
Course Directors	Course assessment requirements	Request new assessment	Assessment approved	Students
Course Directors and/or Examiners	Broad schedule of exam sitting dates (weeks of term) and/or deadline times/dates	Request exam sitting from Examination Schools (via ARO data) and/or set deadline times/dates	Exam sitting and/or deadline times/dates confirmed and published	Students
Academics and Examiners	Assessment questions	Set and confirm assessment questions	Assessment paper created	Examination Schools/Exam Administrator

Figure 2 – SIPOC extract

*'It's so much easier to suggest solutions when you don't know too much about the problem'*

*Malcolm Forbes, publisher and entrepreneur*