

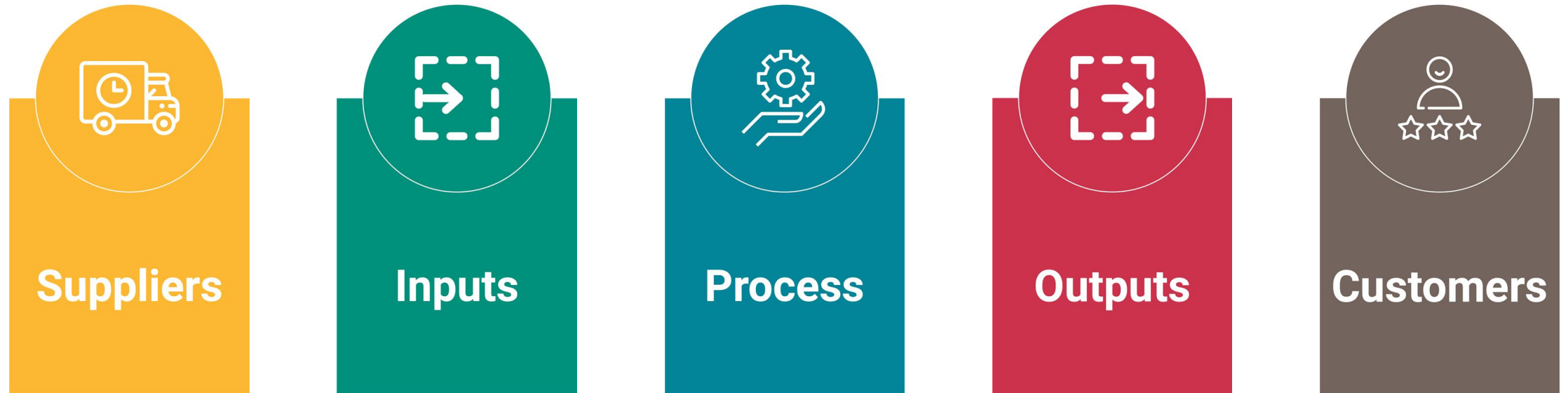
S I P O C

An introduction

Brought to you by:

NAVVIA

What is SIPOC?



What is SIPOC?

Definitions:

Term	Definition
Suppliers	Any Navvia role, system or inter-process connection that provides inputs to the process
Inputs	Inputs are something transformed, consumed, used, or processed. They can sometimes be the output of another process.
Process	A list of the Navvia activities that comprise the process (think 5-6 high level steps).
Outputs	An output is a value-added result produced by the process. They can sometimes be the input into another process.
Customers	Any Navvia role, system or inter-process connection that receives outputs from the process



What is a process?

A process is a set of activities that transforms inputs into VALUE-ADDED outputs.

Process ≠ Procedure



What is SIPOC?

SIPOC is a process improvement tool often used in conjunction with Six Sigma and the “Define” stage of the DMAIC cycle

Define



Measure



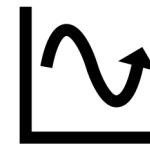
Analyze



Improve



Control



What is SIPOC?

SIPOC can also be used in conjunction with Agile, Lean (Kaizen event) or other forms of Continuous Process Improvement

*For example: as the starting point for **Value Stream Mapping***



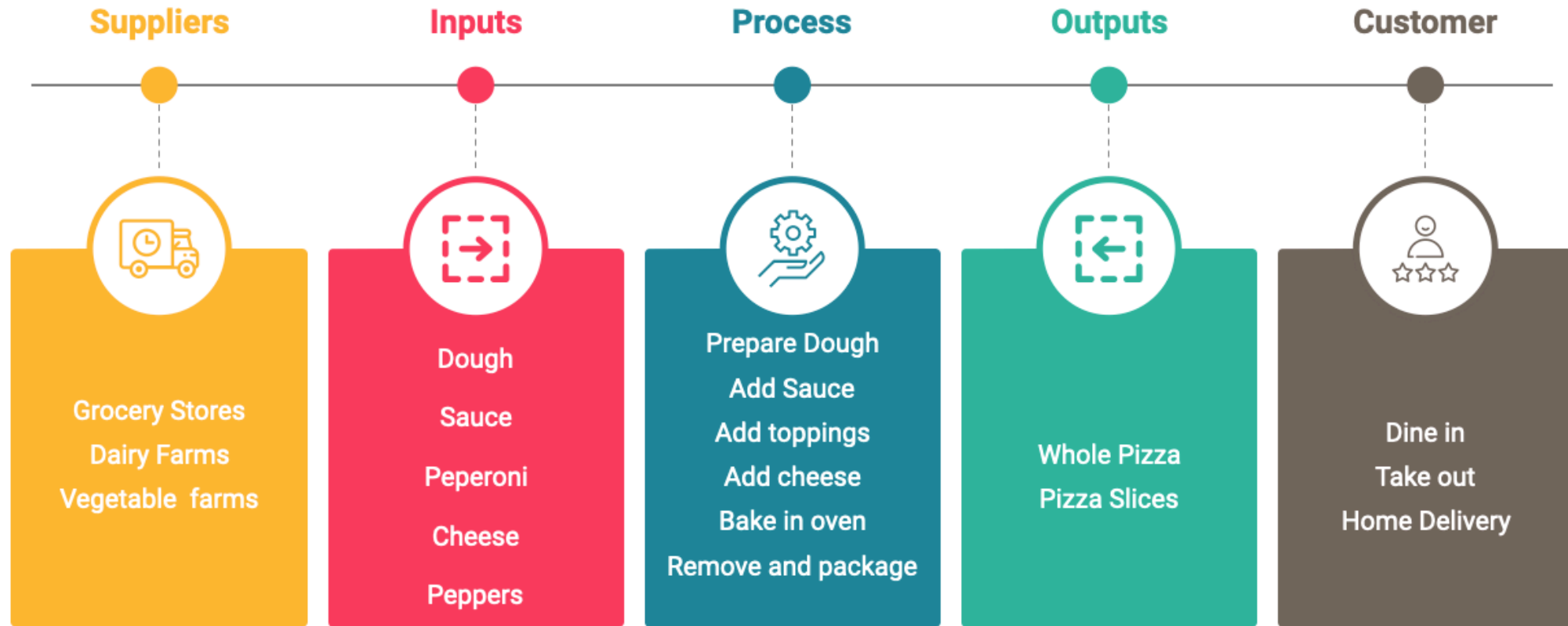
SIPOC is used to summarize the process on a **single page** before any process improvement work begins.

SIPOC is most often used to:

- Provide a high-level overview to people unfamiliar with the process
- To re-introduce the process to people
- As a tool to help design a new process
- As the starting point for process improvement

What is SIPOC?

Pizza Restaurant



We are pleased to announce that SIPOC diagrams are now available in the Navvia Process Designer





Navvia's all new SIPOC feature

The good news is that most of the data elements required to create a SIPOC diagram are in Navvia



Navvia's all new SIPOC feature

Changes to Navvia included:

- Adding an all-new "Systems" record to capture enterprise software.
- Renaming Recipient(s) on the Output page to Customer(s)
- Changing Suppliers on the input page and Customers on the output page from free form text to dropdowns
- Allowing the Recipient and Customer dropdown to populate from Roles, Systems, and inter-process
- Adding the SIPOC diagram to the documents & reports page



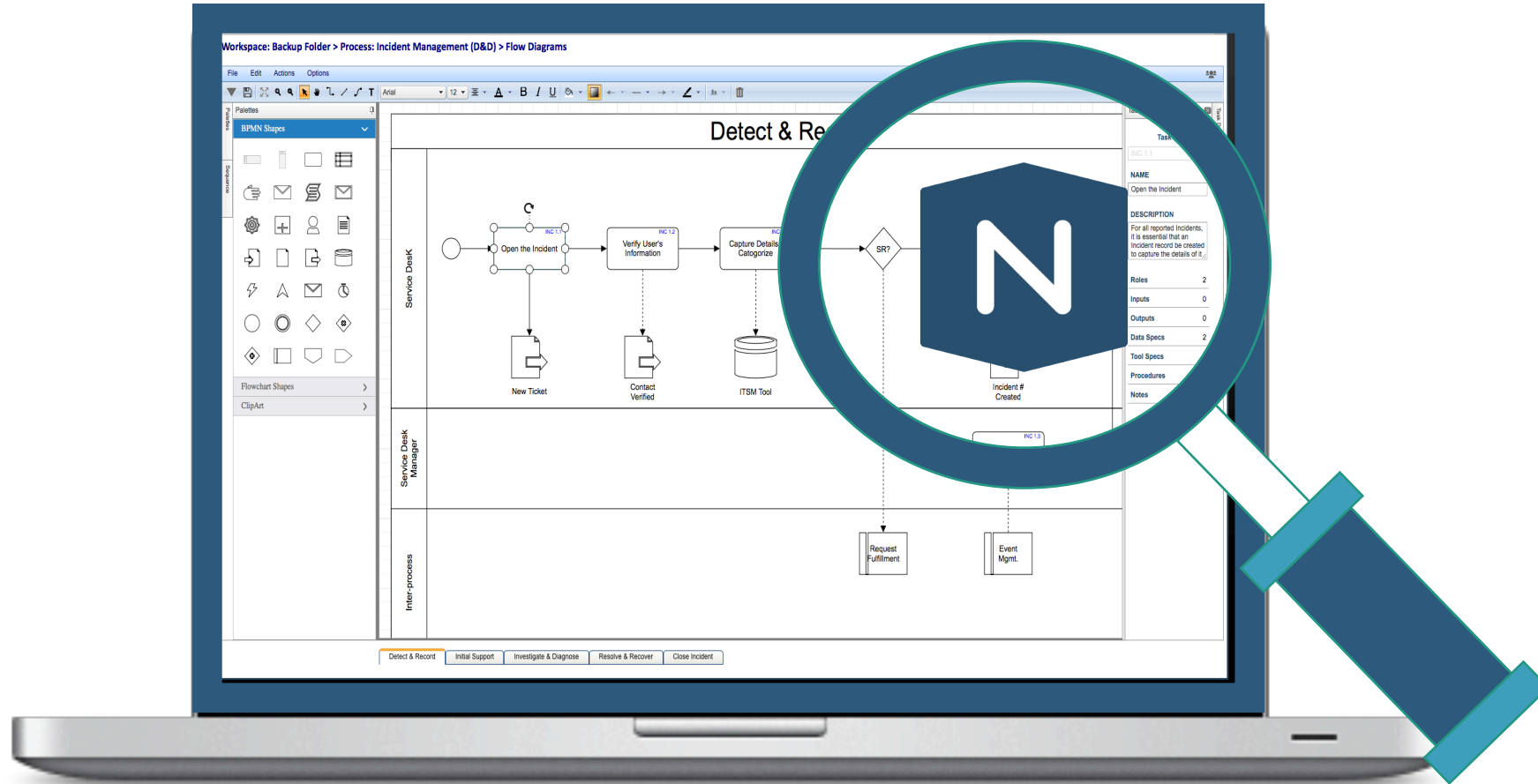
Navvia's all new SIPOC feature

The screenshot displays the Navvia user interface for the SIPOC feature. The top navigation bar includes the Navvia logo and menu items: Home, Survey, Design (highlighted), Verify, Learn, Report, and Administration. A user profile for 'David for Demos' is visible in the top right. Below the navigation bar, a secondary menu includes Overview, Workflow, Process Control, Specifications, Utilities, Documents & Reports (highlighted), and a search icon. A third menu lists Document Profiles, Technical Design Document, State Diagrams, Reports, Navvia Essentials >>, Flow, RA(S)CI Chart, Mind Map, Document, and SIPOC (highlighted). The breadcrumb trail reads: Workspace: SIPOC > Process: Incident Management > SIPOC Diagram. An 'Export' button is located on the left. The main content area is a SIPOC diagram with five columns:

Suppliers	Inputs	Process	Outputs	Customers
<ul style="list-style-type: none">- CMDB- Event Management- ITSM Software- 'n' Level Support- Problem Management- Service Desk Agent- User (Caller)	<ul style="list-style-type: none">- A newly detected Incident- Configuration- Details- Incident Matching- incident record- Major Incident candidate (existing incident record)- Progress Updates- Request for Status- Resolution	<ul style="list-style-type: none">- Detect & Record- Prioritize & Initial Support- Investigate & Diagnose- Resolve & Recover- Close Incident- Major Incident Subprocess	<ul style="list-style-type: none">- A Problem Record- Change Request- Communication- Incident Model- Major Incident record (created new)- Major Incident record (promoted from existing incident)- Management Information- Resolutions- Status Update- Updated Configuration Information- Workaround	<ul style="list-style-type: none">- Change Management- CMDB- 'n' Level Support- Problem Management- Service Desk Agent- Submitter (Opened By)- User (Caller)



Demonstration



Need help?

Knowledge
Article

Title: Design - SIPOC Diagram

<https://kb.navvia.com/en/articles/93086>

Contact us via email support@Navvia.com or via the live chat option in Navvia!

