

Lean Poster Series #9

Scoping a process with SIPOC and IGOE



by Jonas Hulstaert

What is SIPOC?

SIPOC stand for:

SUPPLIER - INPUT - PROCESS - OUTPUT - CUSTOMER

It is used to define the scope of the process or project. A SIPOC diagram provides the Lean project team with a framework. What is the high level sequence of process steps? Who are the customers and suppliers? What are the inputs and outputs?

What is an IGOE?

IGOE stand for:

INPUT, GUIDE, OUTPUT, ENABLER

These are the basic components of any business process. This technique is mainly used for documenting service-oriented processes, but also to scope and define a high level process.

SIPOC and IGOE

SIPOC		IGOE
S	SUPPLIER to the process	
I	INPUT(S) provided by the suppliers to a process	I
P	PROCESS. High-level process steps	
	GUIDE(S). Anything that describes the when, why, or how a process occurs	G
O	OUTPUT(S) of the process	O
	ENABLER(S) are resources or assets required to transform an Input into an Output	E
C	CUSTOMER(S) of the process	

When are a SIPOC and IGOE used?

These tools can be used during the Define and Measure phases of a DMAIC Project to scope the improvement project.

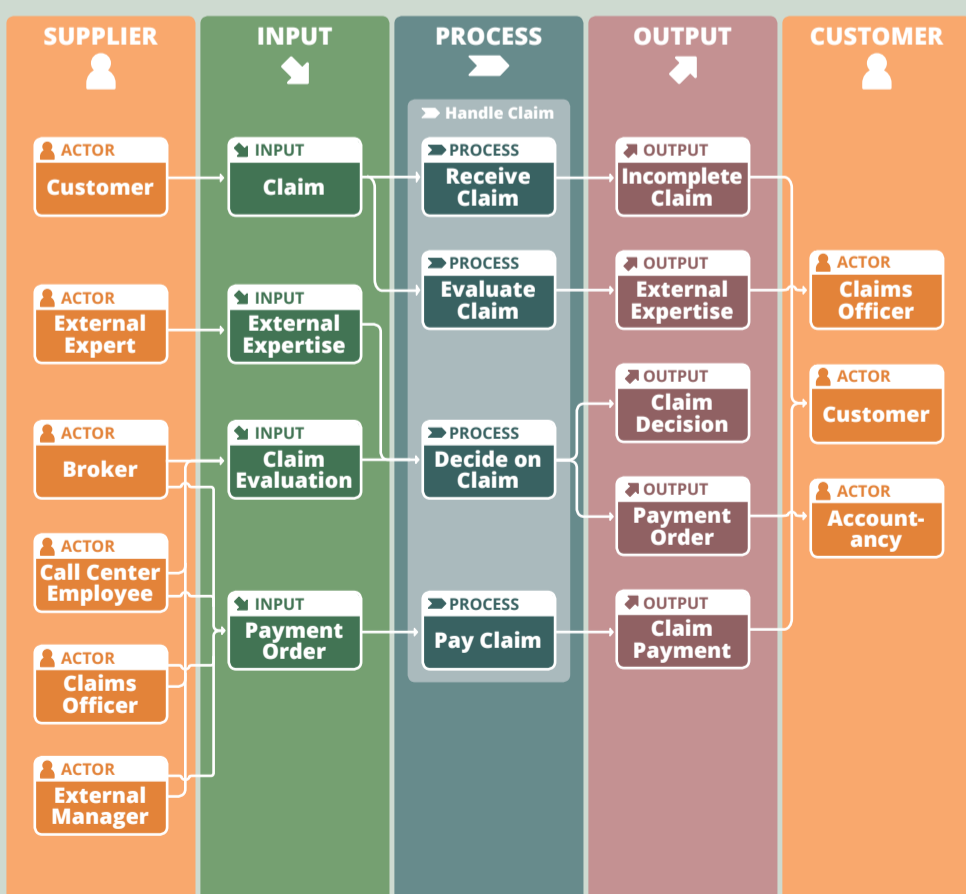


How to create a SIPOC

- The recommended order of completion is POCIS
- Start with the process column – try and break down the process into about 3 to 6 (sub-) processes and link them vertically.
- For each process think of the outputs it provides and the customers who receive those outputs.
- Move to the Input column and identify what is needed to deliver the output to the customers.
- And, finally, list the suppliers of each input.

A few tips:

- Don't add too much detail. This technique is used to scope the process
- Don't complete it on your own. Involve the project team and sponsor.



Example SIPOC of a Handle Claim Process

IGOE has no recommended order of completion.

- Scope the process by deciding on the begin state and end state
- Identify all outputs that are created by the process and which inputs are needed
- Identify the Guides. Guides usually cover events (when a process begins or ends), policies, regulations, guidelines and requirements.
- Identify the Enablers such as people, systems, tools and facilities.

The IGOE template can also be integrated with SIPOC.

