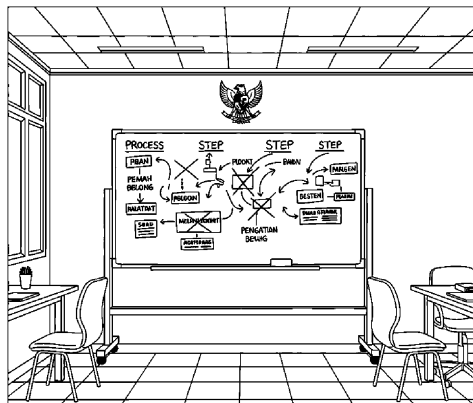


Full SIPOC for One Critical Process

*A complete SIPOC requires 90 minutes and two staff who actually run the process.
Do not bring the old process documentation into the session. Start from Output.*



Complementary worksheet for
Business Process Reengineering
by Ibrahim Anwar

What This Is For

SIPOC is the foundational mapping tool for any process redesign. It forces five questions in the right sequence: who receives the output, what the output must be, what steps produce it, what inputs those steps require, and who supplies those inputs. The sequence matters. Starting from Output and Customer instead of from the first process step is what separates a process map that reflects what the business needs from a list of what staff currently do.

Reach for this worksheet when a process is generating repeated failures and nobody agrees on what a correct output looks like; when a system implementation is approaching and the consultant needs process documentation that does not yet exist; or when a new staff member will take over a process and there is no documented standard to hand them. One completed SIPOC per process is the minimum requirement before any of those conversations can proceed productively.

Benefits

What you get when you actually run this worksheet on a real situation:

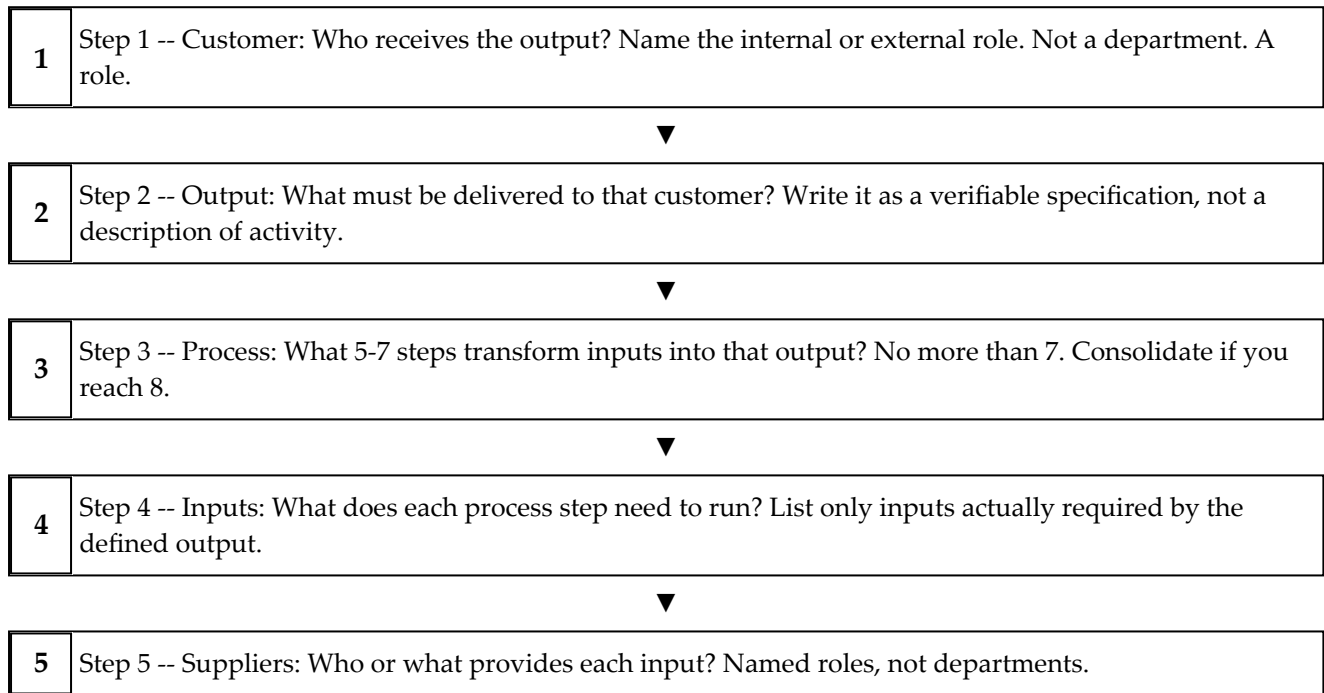
- Forces a precise, verifiable output definition before any step is documented -- eliminating the most common source of process ambiguity.
- Identifies the customer of the process, which is frequently unclear in businesses where outputs are handed between internal departments.
- Surfaces suppliers and inputs that the current process relies on but has never formally identified, exposing informal dependencies that break when one person leaves.
- Produces the baseline documentation a system implementation consultant needs to configure software against the business's actual process rather than a generic industry template.
- Generates a version-1 process map that two staff members can validate, correct, and own -- rather than a document one manager wrote alone.

Framework To Use

— Output-First SIPOC Sequence

Five components filled in a specific order: Output and Customer first, then Process, then Inputs and Suppliers. Any other sequence produces a map of activities rather than a map of results.

THE CORRECT SIPOC FILL ORDER



How To Use

Follow these steps in order. Each one builds on the previous.

- 1 Book 90 minutes in a room with two staff who run this process daily. Do not bring the previous process documentation. Do not bring management assumptions. Start blank.
- 2 Begin with the Customer row. Ask: when this process finishes, who receives the result? Write the role. If more than one person receives it, write the primary recipient -- the one whose requirements define whether the process succeeded.
- 3 Move to the Output row. Ask: what exactly does that customer receive? Write it as a specification, not an activity. Test every word: can it be verified independently by someone who was not in the room when the work happened? Revise until every element is checkable.
- 4 Only now fill in the Process column. List the 5-7 main steps that transform the inputs into the defined output. Do not list sub-steps or exceptions yet. If you identify more than 7 steps, look for consolidations.
- 5 Fill in the Inputs row: what does the process need to run? Build this list from what the documented steps actually require -- not from what the old process used.
- 6 Fill in the Suppliers row: who or what provides each input? Name roles, not departments.
- 7 Test the Verifiable column for each row. For the Output: can every word be independently checked? For each Process step: is there a defined completion standard? For Inputs: is the quality of each input specified enough that a receiver could reject a non-compliant one?
- 8 Show the completed SIPOC to one additional staff member who was not in the room. Ask: is there a step you do that is not here? Is there a step here you never do? Their answers are the first validation.

Example Use

A 12-person catering business documents its order intake process after a month where three orders were prepared incorrectly because intake staff recorded different information depending on who took the call.

The owner books 90 minutes with the two staff who handle order intake most frequently. No previous documentation is in the room.

Customer: Admin who builds the production schedule. Not 'the kitchen.' The admin who converts orders into a kitchen brief.

Output: 'A completed order form with client name, delivery date, delivery address, item list with quantities, dietary requirements noted, and a client confirmation reference number -- submitted to admin within 2 hours of the call.' Every element of that sentence can be verified independently.

Process (6 steps): receive inquiry, confirm availability for the date, log client details, confirm menu and quantity, read back full order to client, record confirmation reference and submit form.

Inputs: incoming call or message, availability calendar, menu list with current prices and portion sizes, blank order form, confirmation reference system.

Suppliers: client (inquiry), sales manager (availability calendar update authority), kitchen lead (menu and price list, updated weekly).

Testing Verifiable column: Output -- yes, each word has a clear verification method. Process step 3 ('log client details') -- no completion standard defined. The SIPOC is revised: 'log client name, phone, and delivery address in the order log before proceeding to step 4.'

The validation staff member asks: 'What about when a client emails instead of calling?' That is a missing exception. A seventh step is added: 'For email orders, confirm by phone before logging -- email alone is not sufficient confirmation.'

The SIPOC is complete. Three staff can now run the process the same way without asking the owner.

The Worksheet

Tear this out, copy it onto a fresh sheet, or fill it in directly.

Full SIPOC for One Critical Process

A complete SIPOC requires 90 minutes and two staff who actually run the process. Do not bring the old process documentation into the session. Start from Output.

SIPOC COMPONENT	CONTENT (FILL IN)	VERIFIABLE? (EACH WORD CHECKABLE INDEPENDENTLY BY SOMEONE NOT PRESENT)
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Reflection Prompts

After filling in the worksheet on the previous page, work through these.

1. Test every word in the Output row. For each word, write the verification method in parentheses: (timestamp), (signature), (physical count), (document number). If any word has no verification method, rewrite the output until it does.
-

2. After the Process column is filled (5-7 steps maximum): run the three-question elimination test on each step. Q1: Does the output change if this step is removed? Q2: Can you name the customer of this step? Q3: Was this step deliberately designed or added in response to a past incident? A SIPOC that maps steps failing Q1 and Q2 documents the wrong process.
-

Tips and Traps

TIPS

- If the session produces more than 7 process steps, look for two adjacent steps that share a single completion standard. Those two are probably one step described twice.
- The Output definition is the most important row and the one most likely to be written too vaguely in the first draft. Spend at least 15 minutes on it. 'Order fulfilled' is not an output. 'Order delivered on the confirmed date, quantities verified by recipient, signed delivery receipt returned to admin by end of business' is an output.
- Involve the customer of the process in validating the Output row. If admin receives the order form and the SIPOC says the form is complete when submitted, but admin routinely has to call back for missing information, the output definition is wrong.
- A SIPOC that the two staff members who built it cannot explain without referring to the document is too complex. Simplify until they can walk through it from memory in under two minutes.

TRAPS

- Starting the session by showing the previous process documentation. Even as a reference, it anchors the group to what exists rather than to what the output requires. Start blank every time.
- Listing every sub-step and exception in the Process column, producing a map with 14 or 20 entries. SIPOC is a summary tool. Sub-steps and exceptions belong in the detailed procedure document, not here.
- Writing the Inputs row based on what the old process used rather than what the defined output actually needs. If an input is not required by any of the 5-7 steps, it is either a legacy requirement or belongs in a different process.
- Declaring the SIPOC complete without a validation step by at least one staff member who was not in the room. The map reflects two people's understanding. Validation catches the gaps those two people share.

Appendixes

Appendix A -- Output Definition Test

Before finalizing the Output row, run each word through this check:

Word in output definition	Verification method
[word 1]	[how to verify independently]
[word 2]	[how to verify independently]
[word 3]	[how to verify independently]

Passing standard: every word has a verification method that does not require asking the person who did the work.

Words that fail: vague descriptors like 'complete,' 'correct,' 'good quality,' 'timely.' Replace each with a specific, observable standard:

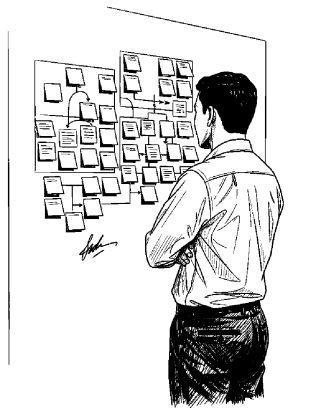
- 'complete' -> list every element that must be present
- 'correct' -> specify what correct means for each element
- 'good quality' -> define the minimum acceptable standard
- 'timely' -> name the deadline in hours or business days

Appendix B -- SIPOC Validation Questions (for the Staff Member Not in the Room)

Show the completed SIPOC to one staff member who runs this process but was not in the session. Ask:

1. Is there a step you do every time that is not in the Process column?
2. Is there a step in the Process column that you never actually do in practice?
3. Is there an input you always need that is not in the Inputs row?
4. If a new employee read only this document and nothing else, which step would they most likely do wrong?

Record the answers. Each gap identified is a revision to make before the SIPOC is treated as the official standard.



WHERE THIS WORKSHEET COMES FROM

Business Process Reengineering

A Process That Has Run a Long Time Is Not Necessarily a Correct Process

by Ibrahim Anwar

This worksheet is one of nine in the *Business Process Reengineering* companion worksheet pack. The full pack is grouped into three categories: high-volume worksheets you can run weekly, niche-search worksheets for rare but high-value situations, and specific-case worksheets that walk you through a single concrete scenario.

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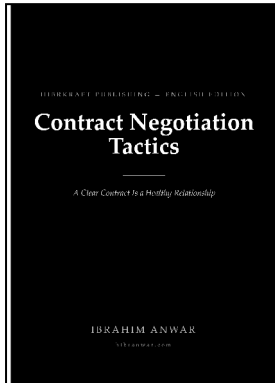
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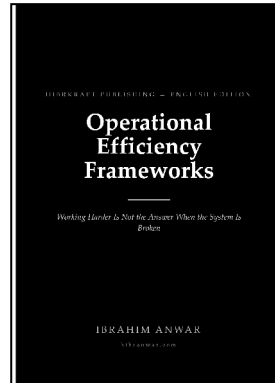
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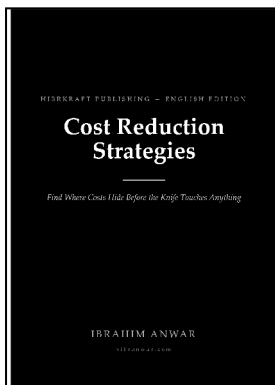
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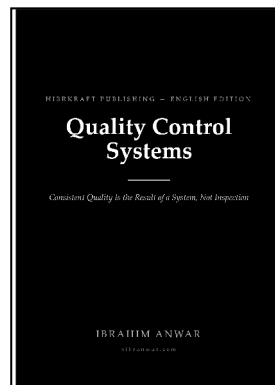
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