

SIPOC Lite

Session setup

Field	Entry
Purpose	
Owner	
Date	
Time box	
Process name	

Go and See

Visited the work	When/where
Yes / No	

Whiteboard Steps

1. Write the column headers across the top: S | I | P | O | C

- S = Suppliers (who provides the inputs; internal or external)
- I = Inputs (materials, information, triggers)
- P = Process (5–6 high-level steps)
- O = Outputs (products, services, decisions, documents)
- C = Customers (who receives the output; internal or external)

2. Start with P (Process) only.

- List the high-level steps vertically under P (aim for 5–6; fewer or more is fine).
- Use action phrases (e.g., “Weld Widget,” “Validate data,” “Build schedule”).
- If a step has multiple pathways, summarize by intent (“Route Request”) rather than branching flows.
- This vertical list sets the scope you’re addressing.

3. Now work row by row: fill S, I, O, C for that row in any order.

- Be specific: exact system names, forms, files, part numbers, role titles, customer names.
- Hint: often the Customer (C) of one step becomes the Supplier (S) of the next, capture it when true, but don’t force it.

4. Keep granularity tight.

- Inputs are things consumed or required to execute the step (not the whole department).
- Outputs are the concrete deliverables the next step or customer uses (not “work done”).
- Suppliers/Customers are roles, teams, systems, or organizations and not vague groups.

Work live on a physical or virtual whiteboard. Record on this sheet only if needed. Capture final highlights on the A3.

Waste Walk (DOWNTIME) on the SIPOC

Scan each row and its S/I/O/C for the 8 wastes. Mark findings with sticky dots or initials. You can also do this while building the SIPOC but do an overall review at the end.

D — Defects: Rework, wrong info, missing fields.

Examples: returned forms, data fixes, failed checks.

O — Overproduction: Making/processing before it's needed.

Examples: batch reports nobody reads, early builds.

W — Waiting: Idle time between steps, queues, approvals.

Examples: ticket in triage, pending sign-off.

N — Non-utilized Talent: Skills not used, poor role–task fit.

Examples: engineers doing data entry, no empowerment to solve.

T — Transportation: Unneeded movement of items/information.

Examples: passing files between systems without value add.

I — Inventory: Work-in-process, backlogs, excess materials.

Examples: inbox with 300 requests, parts pile.

M — Motion: Extra movement by people/tools.

Examples: clicking through 6 screens, hunting for files.

E — Extra-processing: More work than the customer needs.

Examples: duplicate entry, overformatting, redundant checks.

Close-out: Circle the 2–3 biggest wastes impacting the target step(s). Select one (1) and move onto completing a simple flow chart to further refine or begin defining Problem Perception.