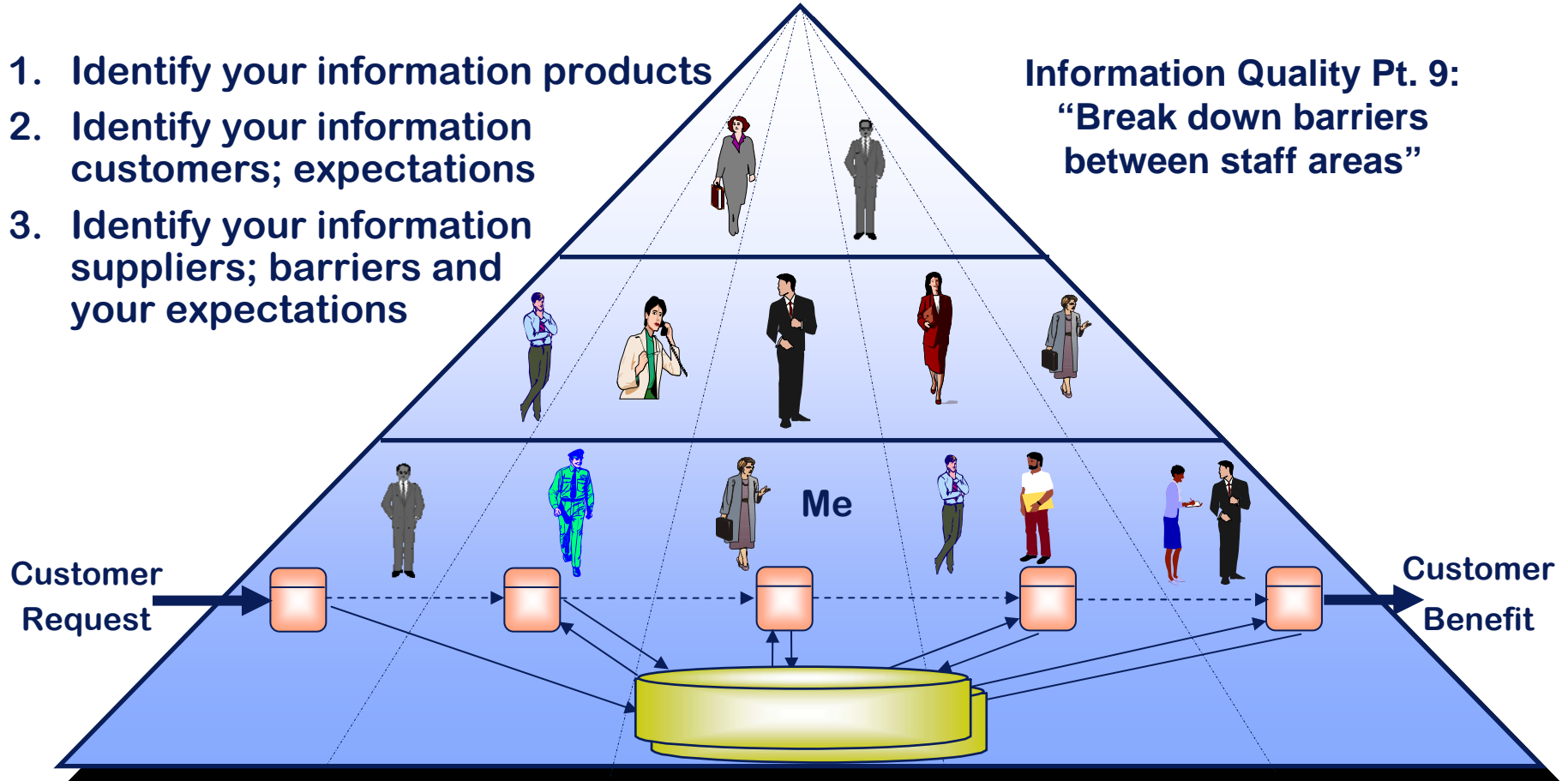


SIPOC (Supplier-Input-Process-Output-Customer) Contract

1. Identify your information products
2. Identify your information customers; expectations
3. Identify your information suppliers; barriers and your expectations

Information Quality Pt. 9:
“Break down barriers
between staff areas”



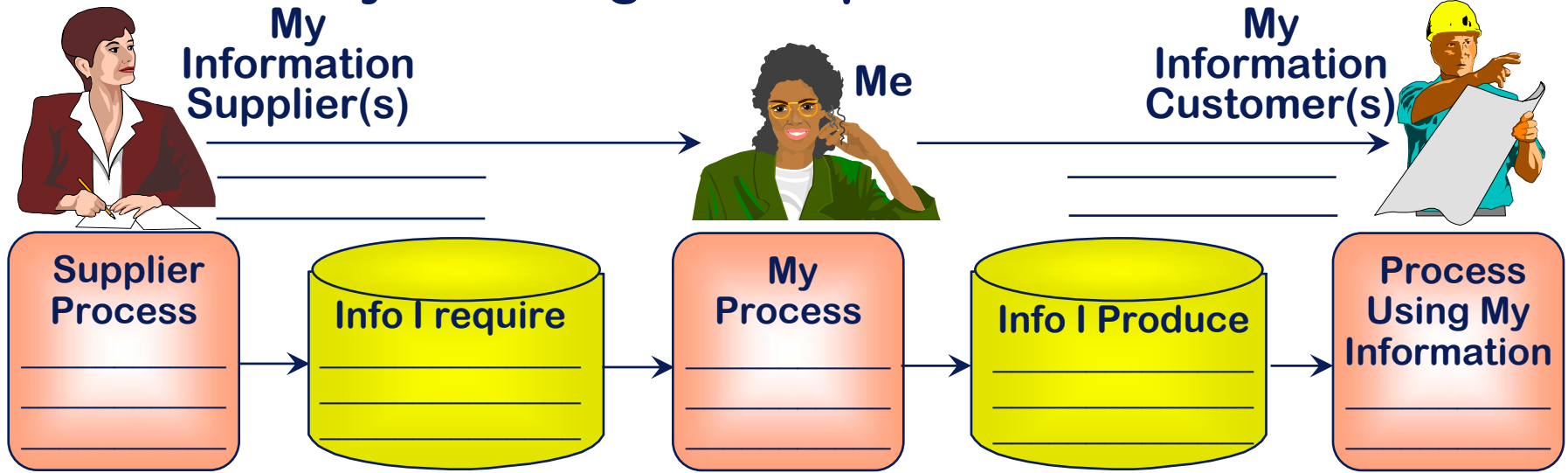
3. My Information
Suppliers

1. My Information
Products

2. My Information
Customers

SIPOC (Supplier-Input-Process-Output-Customer)

Quality Planning and Improvement Process



Barriers / Obstacles	My IQ Expectations	My Process Controls	Customer IQ Expectations	Problems / Costs of Poor Quality

SIPOC (Supplier-Input-Process-Output-Customer)

Quality Planning / Improvement Procedure Steps (1 of 3)

1. Identify the process(es) you or your work team(s) perform
2. Identify the important Information Groups (such as Customer Address data, or Product Price data) created or updated by your process(es)
 - Create a SIPOC chart for each Information Group
3. Identify all customer groups who require that data
 - Document in the enterprise Data Dictionary or repository for future reference
- 4a. Identify all processes that depend on the data
- 4b. List the general (or specific, if known) costs incurred if the data is wrong, missing or not available on an acceptable time frame

SIPOC (Supplier-Input-Process-Output-Customer)

Quality Planning / Improvement Procedure Steps (2 of 3)

- 5a. List and understand the quality requirements each customer group has for the information
- 5b. Measure or have the data measured against the quality requirements
6. If there are gaps, conduct a PDCA* to identify root cause and plan, test and implement improvements
 - Note: measure costs of nonquality before, and cost-reductions / opportunity gain afterwards
 - Document ROI (return on investment) and lessons learned in the Information Quality knowledge base
7. List the Information Group(s) (such as Product Inventory data or Supplier Contact data) you require to perform your process(es)

*PDCA= Plan-Do-Check-Act Process Improvement

SIPOC (Supplier-Input-Process-Output-Customer) Quality Planning / Improvement Procedure Steps (3 of 3)

8. Identify your Information Producer(s) (Supplier(s))
9. Identify the processes that create or update the information you require
10. Understand the obstacles and barriers, if any, confronted by the information producers
 - If the information does not meet your expectations work with the Information Producers or with the Information Quality team to conduct a PDCA* to eliminate root causes of Information Quality problems
11. Share your ongoing Information Quality requirements for the data you require with your Information Producers

*PDCA= Plan-Do-Check-Act Process Improvement