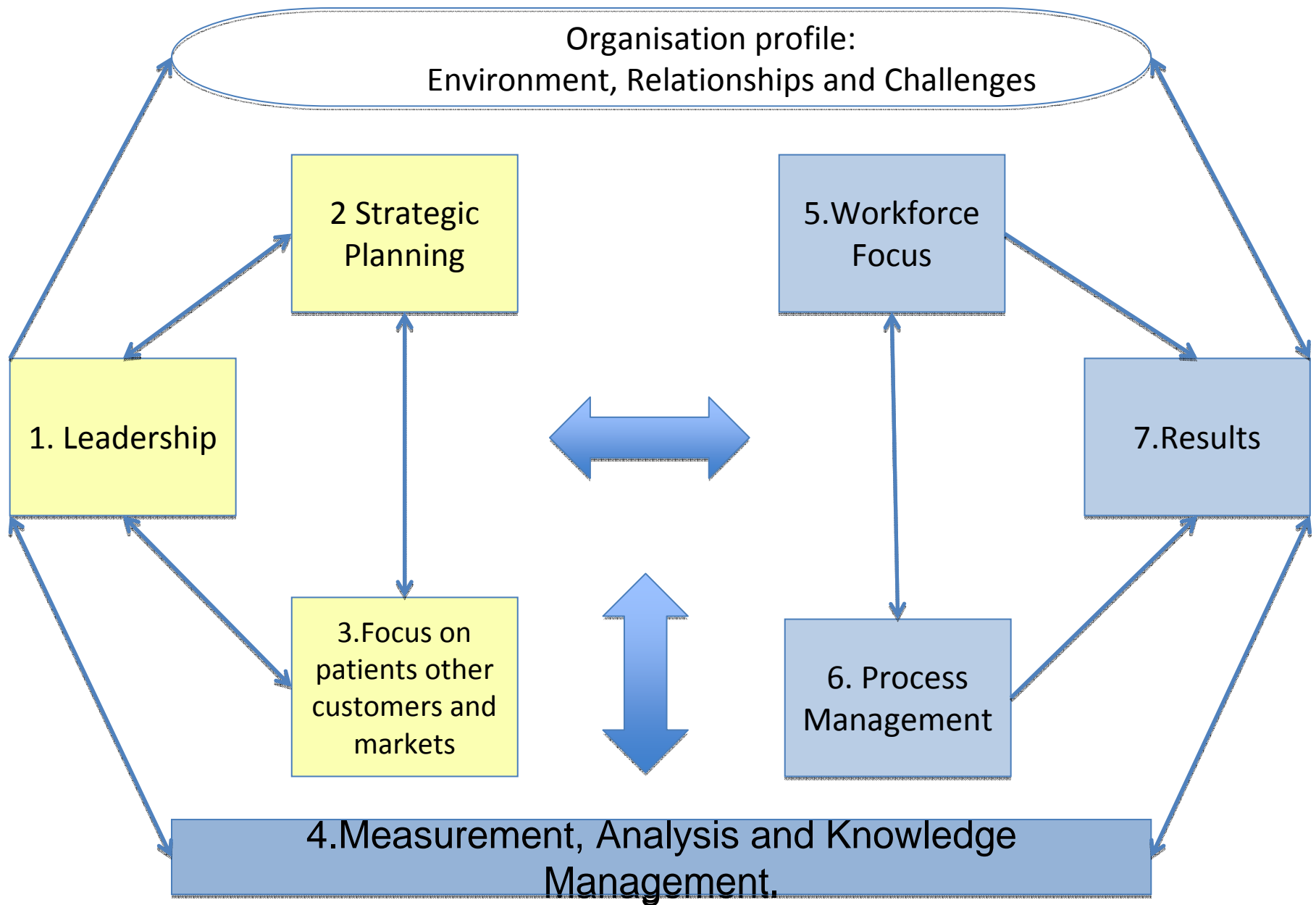
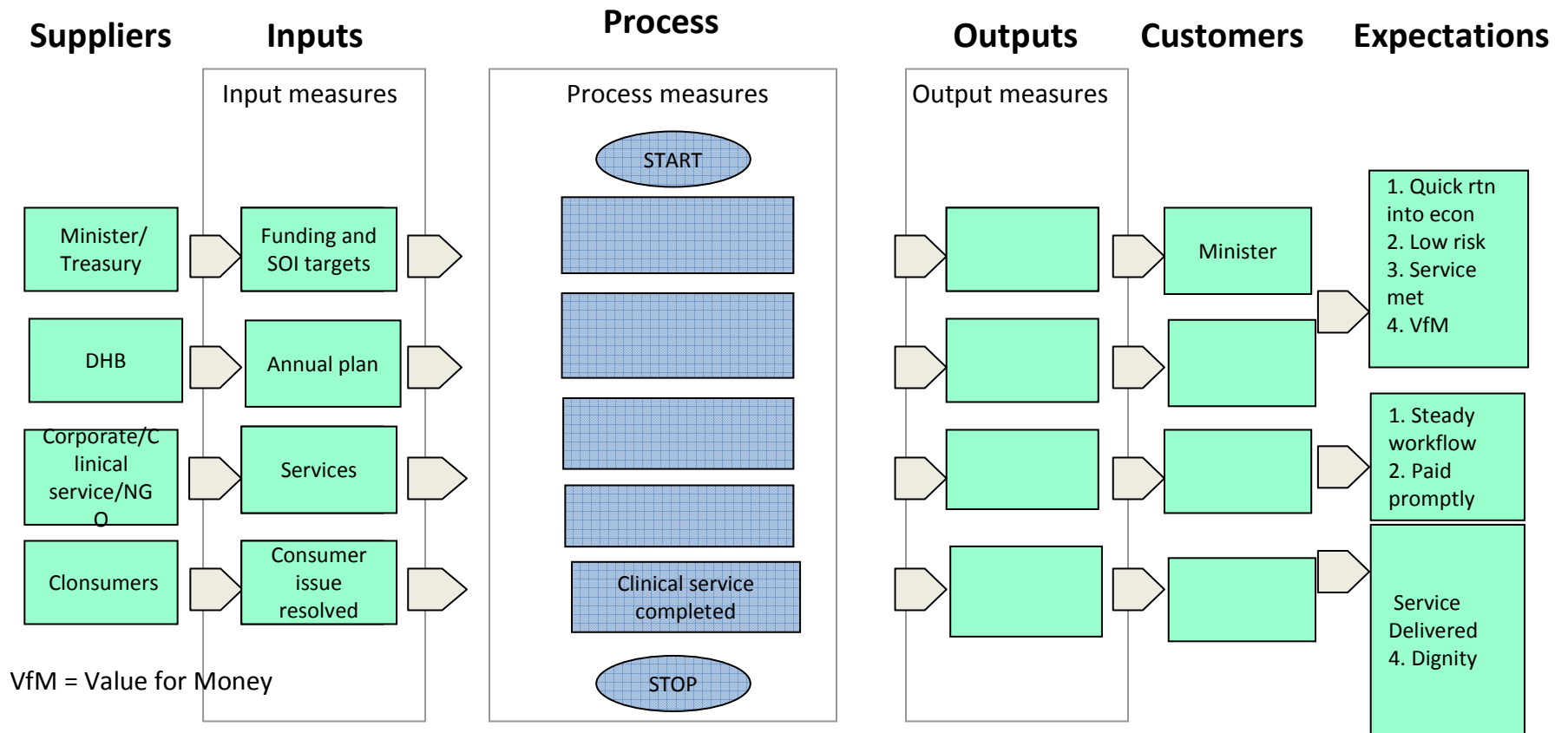


# The Baldrige Framework – A systems perspective



# SIPOC for clinical service



# SIPOC Operational Definitions

- **Suppliers:** The individuals, departments, or organizations that provide the materials, information, or resources that are worked on, in the process being analyzed
- **Inputs:** The information or materials provided by the suppliers. Inputs are transformed, consumed, or otherwise used by the process (materials, forms, information, etc.)
- **Process:** The macro steps (typically 4-6) or tasks that transform the inputs into outputs: the final products or services
- **Outputs:** The products or services that result from the process.

# SIPOC Operational Definitions

- **Customers:** The individuals, departments, or organizations that receive the outputs, the products or services, generated by the process
- **Input Metric:** Quantitative measurements used to define quality, time or cost of the inputs
- **Process Metric:** Quantitative measurements used to define quality, time or cost of the process
- **Output Metric:** Quantitative measurements used to define quality, time or cost of the output

<b>Suppliers</b>	<b>Inputs (Specifications)</b>	<b>Process (Name)</b>	<b>Outputs (Requirements)</b>	<b>Customer</b>
		Step/Activity1		
		Step Activity #2		
		· · ·		
		Step Activity #n		