

# DEFINE

## SIPOC

Supplies	Inputs	Process	Outputs	Customers / Requirements
<ul style="list-style-type: none"> <li>• Telephone</li> <li>• Computer</li> <li>• Reference Guide</li> </ul>	<ul style="list-style-type: none"> <li>• Students</li> <li>• Parents</li> <li>• Faculty/Staff</li> <li>• Training</li> </ul>	<pre> graph TD     A[Incoming Call] --&gt; B[Determine Nature of Call]     B --&gt; C[Answer or Refer]     C --&gt; D[End Call]           </pre>	<ul style="list-style-type: none"> <li>• Answers to Questions</li> <li>• Referral of Questions</li> <li>• Abandoned Calls</li> <li>• Length of Calls</li> </ul>	<ul style="list-style-type: none"> <li>• Students</li> <li>• Parents</li> <li>• Faculty/Staff</li> <li>• Information given to appropriate customer</li> <li>• Continuous training</li> </ul>

<u>Supplies</u>	<u>Inputs</u>	<u>Process</u>
Telephone Computer Reference Guide	Students Parents Faculty/Staff Training	Incoming Calls Answ... Nature of Call Id... Questions Answered- or-Calls Referred Call Ends
<u>Outputs</u>	<u>Customer/Requirements</u>	
Answer to Questions Referring Questions Abandoned Calls Length of Call	Students Parents Faculty/Staff Information Given to Appropriate Customer Continuous Training	