



Highlander Car Dealership / 19 Feb 2020 / Jeremy Jerson

SIPOC Template

Complete

Failed items

0

Created actions

0

Site

Highlander Car Dealership

Conducted on (Date and Time)

📅 19th Feb, 2020 ⌚ 3:38 PM +08

Officer in Charge

Jeremy Jerson

Location

3186 Royal Berkshire Ln, Oakland, MI, 48363

Inspection

Suppliers

Entities that initiate work by providing requests and work orders to be done.

- Dealers
- Customers

Input

Requests or work orders provided by suppliers for processing.

- Car Models
- Car Specifications
- Prices
- Availability

Process

Steps taken to convert input to a specified output

– Purchasing a Car –

1. Determine car options
2. Review specifications and test drive
3. Negotiate price and delivery date
4. Sign paperwork
5. Collect vehicle

Output

Product or services that result from the process

- Car
- Payment
- Paperwork
- Service contract
- Delivery date

Customer

Recipient of the process output

- Individual customers
- Companies

Completion

Recommendations

Make sure to add new trainees to distribution list so they can receive updated SIPOC plans.

Officer in Charge (Full Name and Signature)



Jeremy Jerson

19th Feb, 2020 4:41 PM +08