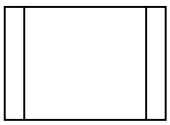
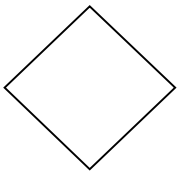
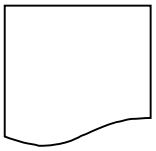
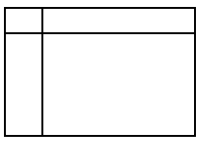
QUICK REFEFENCE: PROCESS MAPPING SYMBOLS

By Laura Brandenburg, CBAP

Symbol	Name	Description of Use
	Activity (Step)	Used to describe the activities of a process. Remember to include a phrase that has an Action Verb, Noun. If not using swimlanes, start each activity step with a Role Name.
	Line with Arrow	Used to show sequencing from one step to another.
	**Sub-Process**	This box typically captures a step in the process that is further detailed by another process. Useful to either reference one process from inside another or for a high-level work-flow diagram that shows how several processes string together.
	**Decision**	Represents a decision point. Typically holds a yes/no question and then has two branches from it leading to the appropriate steps, depending on the answer to the question during the process
	**Document/ Deliverable**	Used to represent a tangible input or output generated by a step in the process.
	Start/End	Can be used to signify the start and end of the process.
	**Swimlane**	Used to represent a role. Elongated so that the other symbols, such as activities performed and decisions made by the role, can be located inside. Can be oriented vertically or horizontally.

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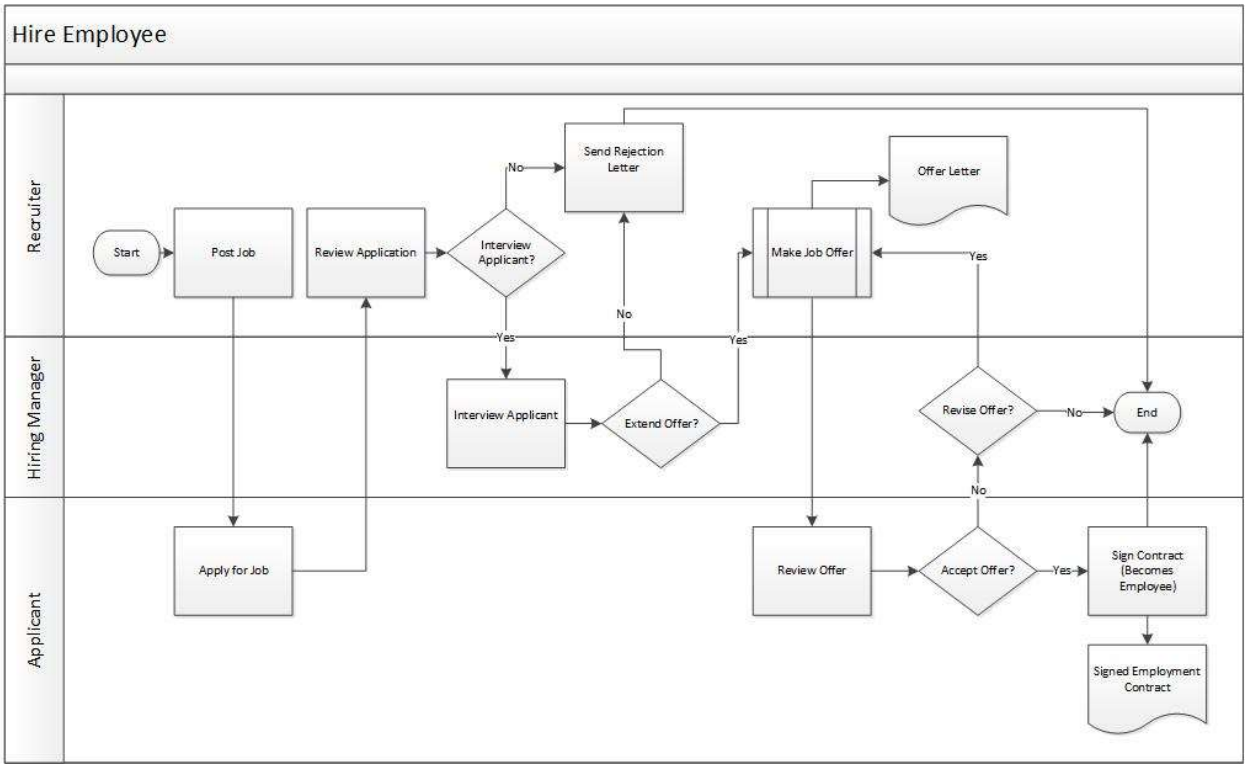
EXAMPLE PROCESS MAP



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