A process map is a powerful tool for creating a window into the day-to-day work of systems as they try to achieve their purpose. Process mapping uses a set of symbols to represent each step and decision point in a given process.

**Steps for Creating a Process Map**

1. **Define boundaries**

2. **Show steps using basic symbols and use action words for major activities**

3. **Follow the flow through decision points to completion before returning to alternate paths**

4. **Review the diagram and add important information to build understanding**

**Common Symbols Used to Create Process Maps**

- **A rectangle with rounded corners:** **Terminal symbol** showing the start/end of a process
- **Arrows** represent the **Direction of flow** for a process
- **A rectangle indicates that an Activity is being performed.** A description is usually displayed inside the rectangle
- **A Document symbol** represents a document that is either an input or an output of a process
- **A diamond** represents a **Decision Point** in the process
- **A rectangle indicates that an Activity is being performed.** A description is usually displayed inside the rectangle
- **A circle is used as a Connector Symbol** is used to show a branch or extension of a flow diagram
Example: Process for Catching an Airplane

1. Book a ticket
2. Is it time to check-in? (No → Wait, Yes → Check-in on App)
3. Check-in on App
4. Boarding Pass
5. Go to Airport
6. Check Bag? (Yes → Proceed to gate, No → Check bag at counter)
7. Check bag at counter (No → Proceed to gate, Yes → Proceed to gate)
8. Proceed to gate
9. Board Plane