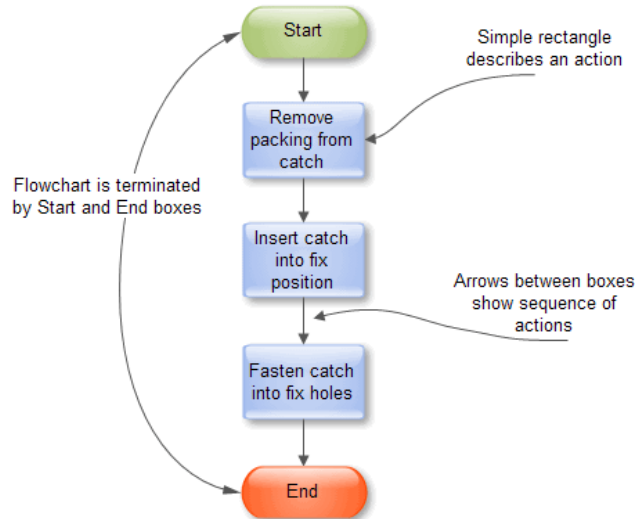


# How to Draw a Process Map

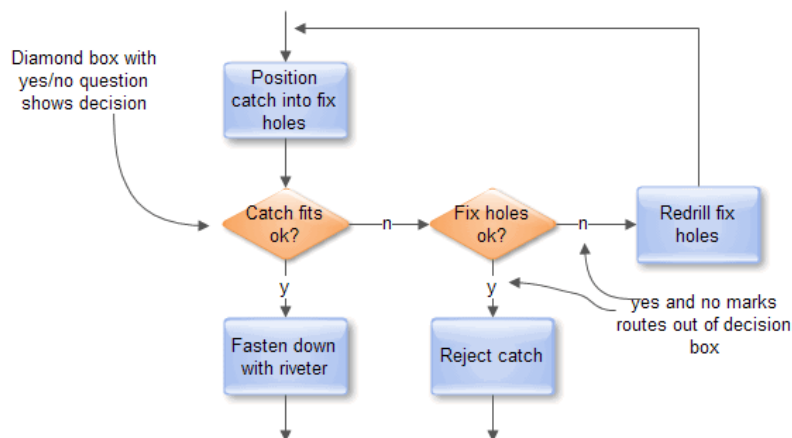
## Basic structure

A process map (also called a flowchart) is a diagram that represents a process or workflow, showing each step of the process and connecting them with arrows to show their sequence. The basic element of a process map is a simple action, which can be anything from striking an anvil to making a cash payment. Each action, or process step, is represented by a box containing a description of the action. The mapping of the sequence of actions is shown with arrows between sequential action boxes, as shown in the illustration.



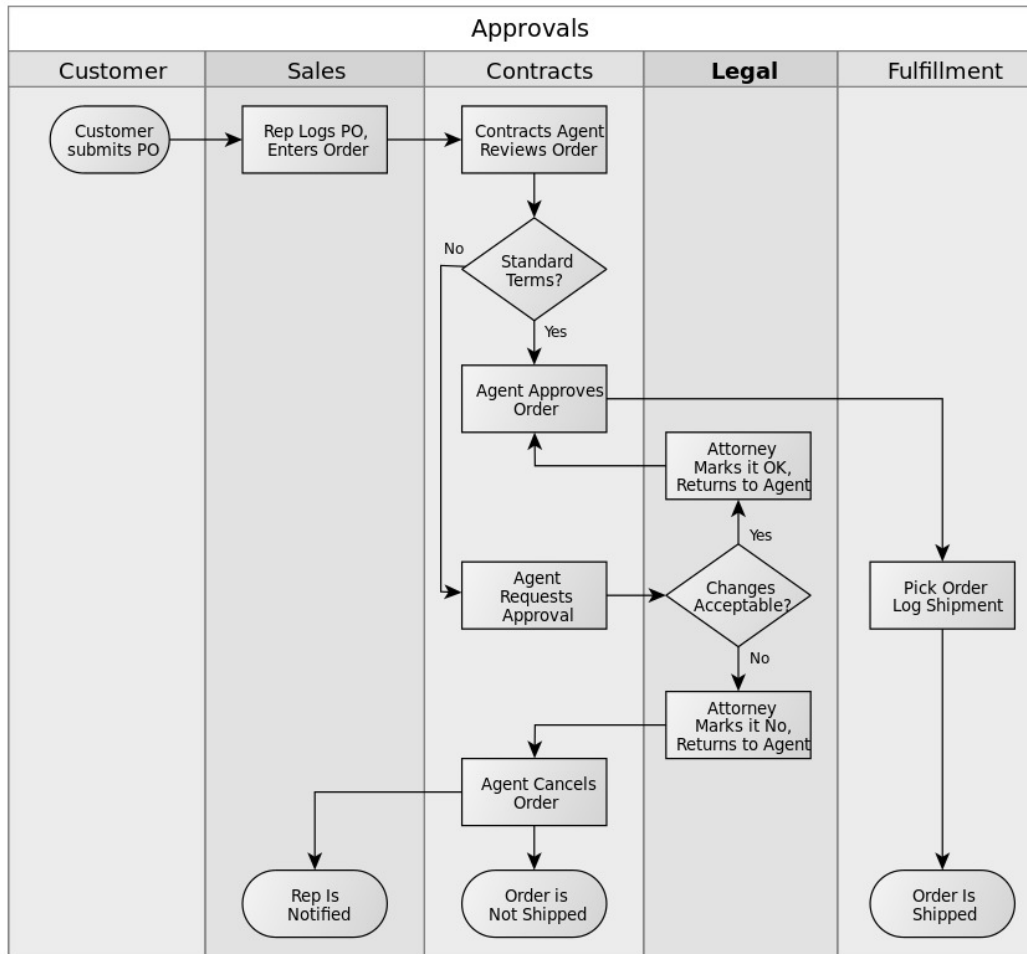
## Decision steps

Processes become more complex when decisions must be made, when there are options to choose from or different steps to take based on different situations. A decision step is shown with a diamond-shaped box containing a simple question to which the answer is “yes” or “no.” It is simplest to frame every decision as a yes/no choice, and to have only those two options branching from the decision diamond shape that holds the question. More complex decisions are usually broken down into a series of yes/no decision boxes, as in the example below.



## Multiple roles

When mapping a process with multiple roles for multiple people, use **swimlanes** to separate tasks by job function. The example below has five roles delineated. Note that the arrows that create the sequence between tasks in the process cut across one or two lanes, and also flow back and forth between lanes until the process is completed. The lanes can be arranged horizontally or vertically. (Swimlanes are sometimes referred to as “functional bands.”)



Diagrams and some text from [edrawsoft.com](http://edrawsoft.com) and [wikipedia.org](http://wikipedia.org)