



Process Mapping: Basic Flowchart Symbols

The most common method for mapping a process is to create a flowchart that visually depicts the steps in a process. A flowchart uses specific symbols to represent the process one step at a time. Flowcharts can be as simple or as complicated as you want them to be. Many different symbols are available to help you get as detailed as you would like in your process map. However, most processes can be mapped using 5 basic symbols.



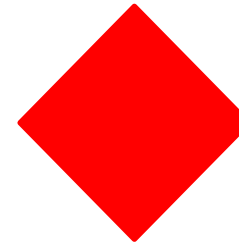
Ovals are used to show the start and stop of a process.



Arrows are used to connect the parts of a process and show the direction of the work flow.



Rectangles represent a task, action, or operation.



Diamonds are used to designate a decision point or question that affects the flow.



A rectangle with a wave on the bottom indicates a physical document is produced at that point in the flow.