



# How to Draw a Business Process Diagram

- Why should you bother?
- How to do it
- Tips and resources

# Why should you bother?

- A picture tells a thousand words
  - People will grasp what you do ever so much more easily if you can draw a picture
- You will be more convincing
  - Any fool can make things complicated. If you can draw a simple diagram that explains what you do it will show that you know what you are talking about
- It removes ambiguity
  - A diagram will help conversations with others making it easier to explain exactly what you mean

Business process diagrams are simply an exercise in communication

# How do I do it?

1. Write down the top level objective

## The School Run

Use language people understand

# How do I do it?

2. Split that down to three or four key activities

**Get Dressed**

**Get Breakfast**

**Get Packed**

**Get to School**

Think of the big groups of tasks, the key categories

# How do I do it?

3. Take that split down a level further

**Get Dressed:** Up, Washed, Dressed

**Get Breakfast:** Cereal, Eat, Teeth Brushing

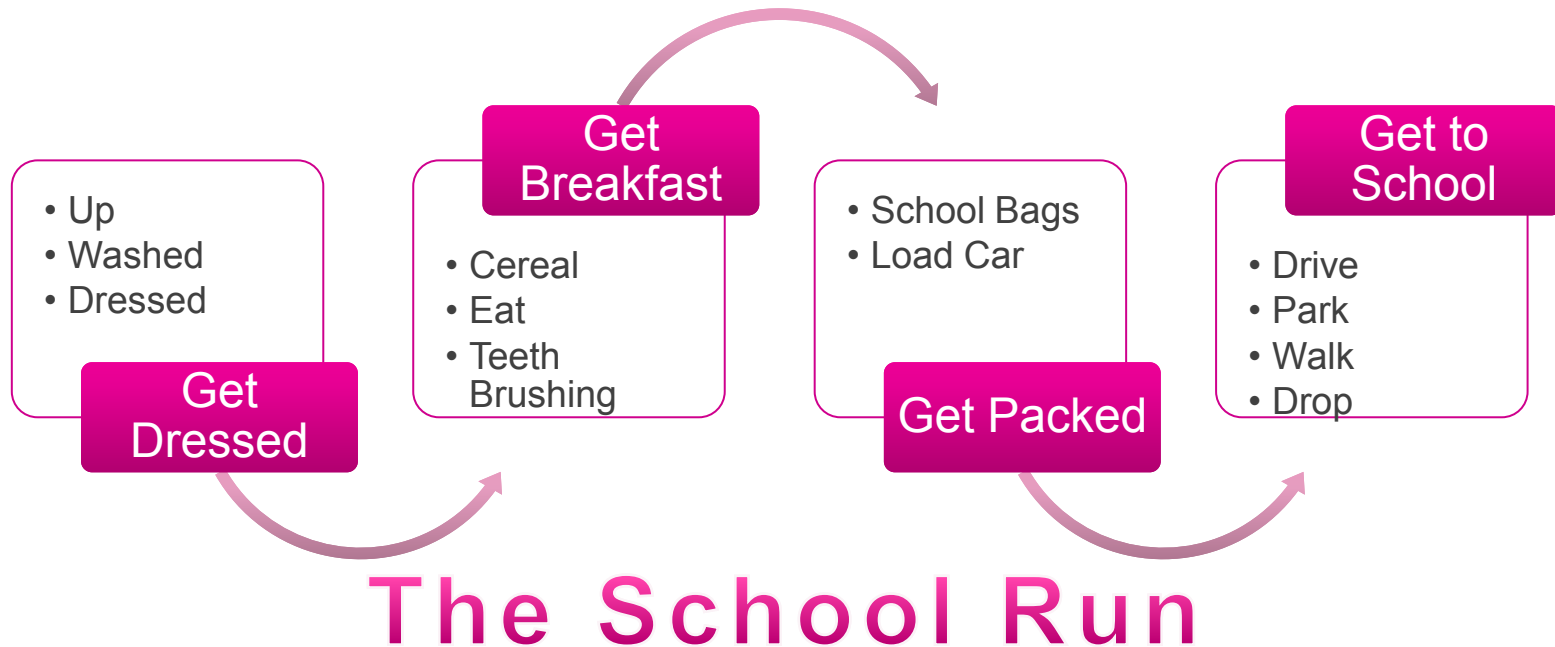
**Get Packed:** School Bags, Load Car

**Get to School:** Drive, Park, Walk, Drop

Try to keep it to three to five sub tasks

# How do I do it?

## 4. Create a picture



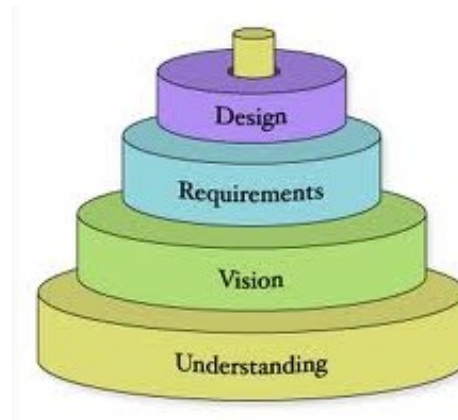
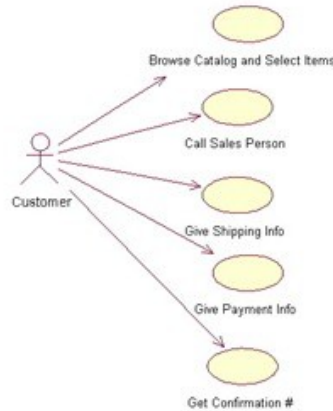
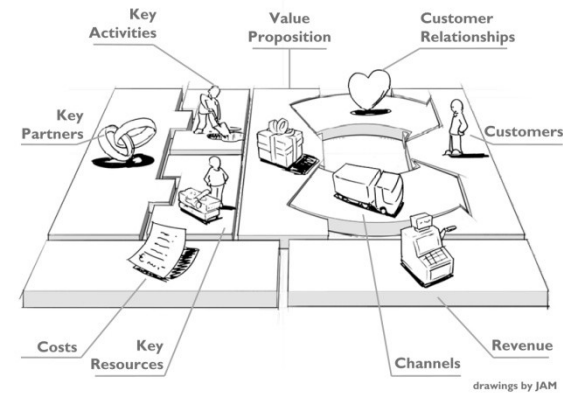
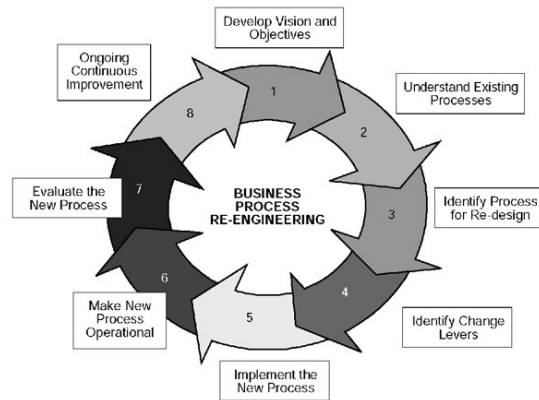
Pictures are easier to remember than words

# Tips and Resources

- Diagrams don't have to be linear, they could be spirals, circles, triangles. Choose the layout that makes most sense
- Keep it simple, this isn't an exercise in trying to prove how clever you are.
  - You don't have to follow an ISO standard of documentation, this is an exercise in communication not precision
  - Keep it simple, reduce the amount of content on a page (tasks) if needed
  - Provide the right amount of detail for the audience
  - Most of us read top to bottom, left to right, follow that rule
- Sources of further information
  - <http://www.businessballs.com/business-process-modelling.htm>
  - [http://www.ehow.com/how\\_6674447\\_draw-process-map.html](http://www.ehow.com/how_6674447_draw-process-map.html)

The intention is to provide “at a glance” understanding not detailed instructions

# Examples of Diagrams



Google "Business Process Diagram" and click the image tab for more ideas