



Roles Key

PM = Sales
 Tech = Technical Support
 Training = Training Developer
 Doc = Documentation Developer

Resource Icon Key



• System
 • Database



Prompt/Job Aid



Coach/Expert



• Procedures /
 References
 • QC Checklists

Activities are the primary steps in performing the work. Decisions are included in-line. In some cases, a decision box may lead to downstream steps or even out of this process and into another.

Inputs come into the process from the outside. They can enter at any step. (Sometimes interim outputs leave the process – they can be shown here also by reversing the triangle direction.)

4 PROCESS NAME

The cube shape indicates a deliverable, that is, the result of the activities

Tools and support are shown below the relevant tasks. (The icons are cute, but optional.)

Relevant gaps or watch-for's are listed under the relevant step.

Tips or notes are often ideas or concerns that are relevant to performance but not part of the process.

Remember to include a key to any role abbreviations. These may be constant for the process or change per page, depending on the team make-up.

