

Basic Notation

A rectangle with rounded corners represents a process, a subprocess or an activity.

- An arrow shows the sequence flow. Labels can be placed above arrows to describe the flow. A cross hatch indicates the dominant path if there are multiple flows. A dashed arrow highlights an interaction between the process inside the red line and an external process. A dashed line simply shows a relationship.
- A circle represents an event. The first circle represents the starting event (trigger). Two circles suggest that the process continues. A bold circle represent the end of the process.
- A circle with a lined box with a note under it represents a condition that triggers the process. A clock in an event circle indicated that the process is triggered by the calendar. (A quarterly report) A circle with an envelope says the process is triggered by email.

Notation can be placed inside subprocess/activity boxes to alert readers of special things. The inclusions we use follow.

- Process/Activity is done by a person (Manual)
- Process/Activity is done by a machine/computer (Automated)
- Process/Activity uses business rule to make a decision (Decision point)
- Process/Activity is described in more detail a separate flow diagram
- Process/Activity is repeated until the correct result is obtained
- A gateway shows a decision or branch if arrows flow out and a join if arrows flow in.

Parallel Processing. The flow divides and the same information goes to both subsequent activities. No decision required.

Decision. Only one path is followed by a given flow – either Condition 1 applies OR Condition 2 applies.

Merge (OR-Join). The flow continues when **one** of the possible inputs arrives.

Merge (AND-Join). Process only proceeds when inputs from **both** streams are joined together.

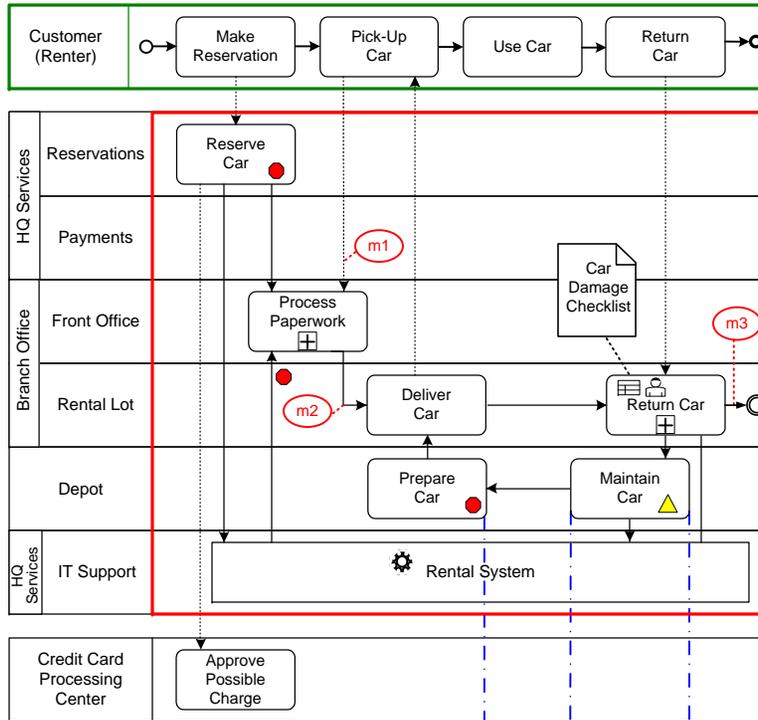
A Document – produced by a Process/Activity or used in support of a Process/Activity

BPMN for Business Process Practitioners

In business process modeling for redesign, we usually begin with a diagram of process as it currently is – the As-Is Process – and then generate one or more To-Be redesigns to explore possibilities.

The Customer Process

The top pool (swimlane) (green) is used to show the activities that the customer goes through in the course of acquiring and using the product or service. Many modelers prefer to start the development of a To-Be process design with a description of an ideal customer process. In this case the business process is designed to support the best possible customer experience.



Management Structure

The labels for the swimlanes should reflect the management structure of the organization that owns the process. At various levels of decomposition, the boxes may represent divisions, departments, managers or supervisors. Horizontal labels can show reporting relationships.

Ave. time activity takes
Time between the completion of one activity and the start of the next
Subprocess/Activity times can be shown at the bottom of the BPMN diagram by inserting dashed lines

The area inside the red line defines a single business process or BPMN pool. In this case the rectangles with rounded corners represent subprocesses. The horizontal swimlanes showing which business unit or individual is responsible for the subprocesses in each swimlane

BPTrends Special Notation

Symbols that we place on the As-Is process diagram to indicate where problems do or don't occur.

- Should be analyzed and changed
- Analyze and maybe change
- Ignore for this Subprocess/Activity

We can indicate where we plan to gather data to monitor the process with this notation. Each measure is numbered.

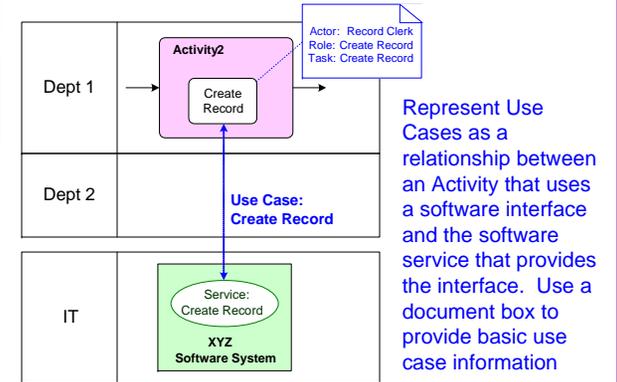
Lean/Value-Add Notation

We fill a portion of an activity box with gray shading to show how much of the activity adds value

- A normal arrow shows that the flow is Pushed.
- A bold arrow shows that the flow is Pulled by the downstream activity
- A triangle under an arrow with an I indicates that inventory is maintained and shows how much and how long inventory is held between activities.

IT Processes and Support Processes

Boxes with square corners to represent software systems



Represent Use Cases as a relationship between an Activity that uses a software interface and the software service that provides the interface. Use a document box to provide basic use case information

NOTE: The Business Process Modeling Notation (BPMN) (Ver. 1.2) is a process flow modeling language developed by the Object Management Group (OMG). The detailed documentation for the notation is available at www.bpmn.org. The complete standard includes notation precise enough to generate software code. Business practitioners working with managers do not need such detailed notation. The BPMN specification defines a core notation that business people can use to document and redesign business processes. That notation is shown in black. The BPTrends Associates Methodology defines some additional notation that business people often find useful in capturing information about business processes, which is not used in the generation of software. Non-BPMN notation, on this page, is shown in blue.