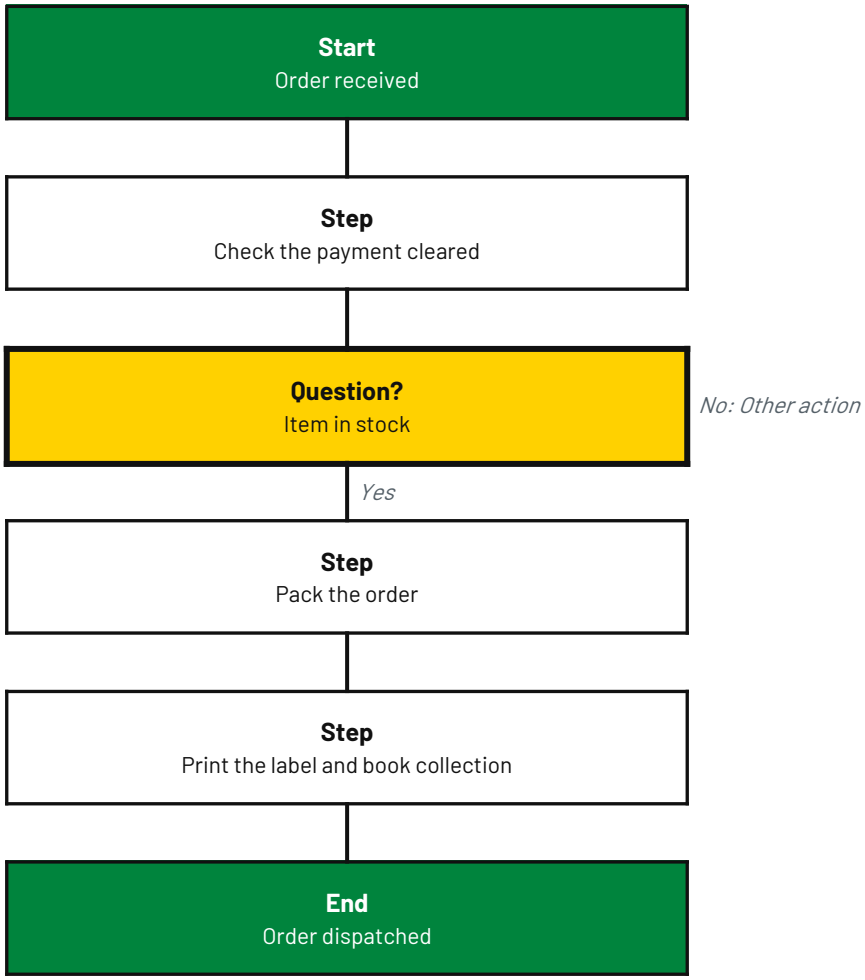
Worked example - a fictional order process. Write your own steps in the boxes.

Process diagram

Process: Handling an online order Date: 10/11/2026



Who is responsible	Sam Taylor
How long it takes	About one working day

Worked example - a fictional order process. Write your own steps in the boxes.

How to use this template

A process diagram shows the steps of a task in order, so everyone does it the same way.

1. **Write the start and end first.** Say what triggers the process and what finished looks like.
2. **Fill in the steps between.** One action per box, written as a short verb phrase.
3. **Add decisions.** Use the diamond for yes-or-no questions and write what happens on the No branch.
4. **Test it.** Ask someone else to follow the diagram and note where they get stuck.