

	Operation	When something is changed or created
	Transportation	When something is moved
	Inspection	When something is verified or checked
	Delay	When something waits
	Storage	When something is kept

Figure 2.1 Process chart symbols. (Shade the appropriate symbol with a connector.)

Steps of present (or proposed) system	Operation	Transportation	Inspection	Delay	Storage	Notes
1. Sales person creates bill	●	→	□	D	▽	
2. Sales person places in out basket	○	→	□	D	▽	
3. Taken to finance	○	→	□	D	▽	
4. Placed in basket	○	→	□	D	▽	
5. Accountant places in pending file	○	→	□	D	▽	
Number of steps/action	1	1	0	2	1	

Figure 2.2 Sample situation: Minimal bill process chart.