

Name:

Date:

## Instructions:

Create a process map of calling someone using your cell phone.

## Rules for process mapping:

1. Observe someone doing the process and map what you see.  
Try not to use your memory; start from scratch.
2. The person who does the process should lead the mapping.

## Complete your process map on the following page.

Use the helpful symbols to create your visual map of a process.

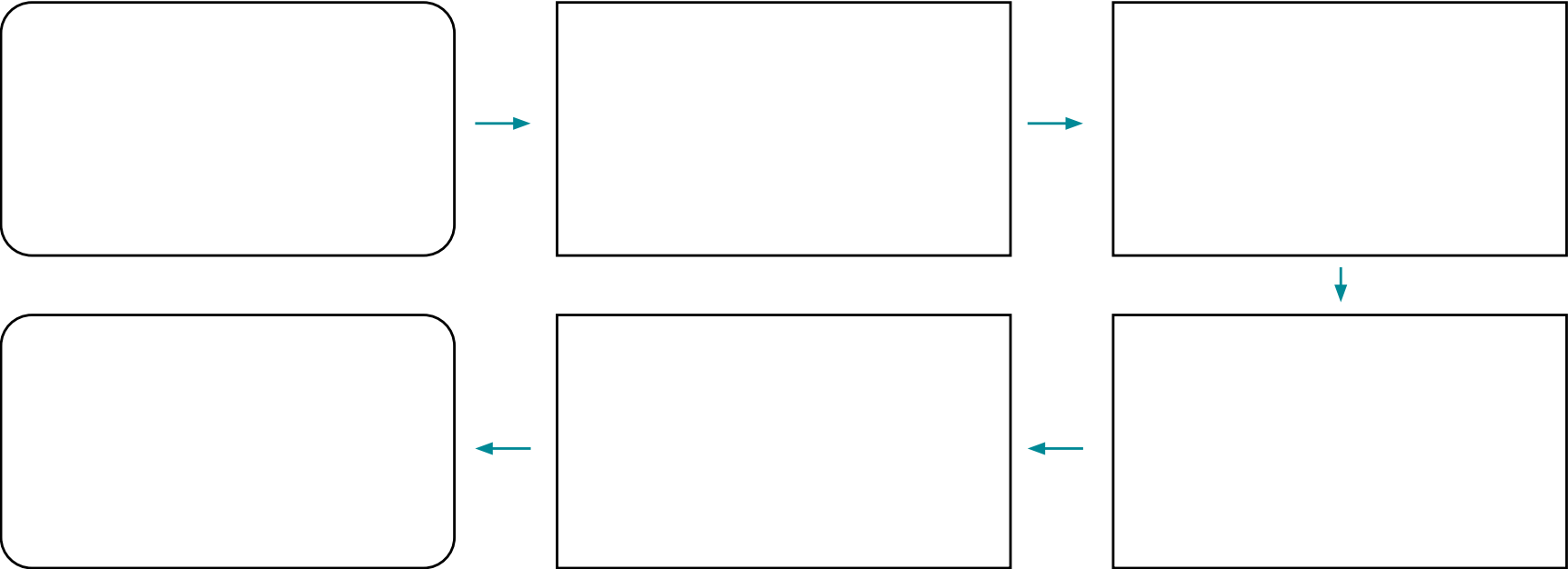


Start or end of a process



Steps in the process

Start with the first step of dialing a number on your cell phone, then progress to the next step.  
Repeat until you have finished the process.



Create more boxes if you need them.