CHEATSHEET

BEST PRACTICES

Start with the title and scope

Agree the title of the process, the initial input and the final output BEFORE you add any activities

Add activities first

Get the key activities (What) on the diagram, put them in order THEN join them together using Why Boxes

Try to keep it readable on a computer screen

Use detailed views or attachment to ADD MORE DETAIL

DESCRIBING ACTIVITIES

What

Activity described using a VERB + NOUN

Who

A ROLE or job title

Why / So that

A state, outcome or deliverable. Try to avoid past tense but don't spend too long trying to find the perfect output

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Customer details available → **Find sales order** / Finance Admin → Sales order found ✕

Customer details available → **Find sales order** / Finance Admin → Sales order ID matches delivery receipt ✓

Shortcuts	
W + Click	Creates a What Box when clicked on the canvas
Y + Click	Creates a Why Box when clicked on the canvas
Space	Creates the next box from the one selected
S	Opens the stylesheet for the selected boxes

Text Formating	
#	Creates a header, ## will create header 2 and so on
*	At the beginning of each line will create a bulleted list
*	At the beginning and end of text makes it italic
**	At the beginning and end of text makes it bold