STANDARD TASK ANALYSIS FORM

Duty/Task:								
K-4 Plan delivery route								
STEPS (Required to Perform the Task)	**PERFORMANCE STANDARDS (Observable & Measurable Criteria)**	**TOOLS, EQUIPMENT, SUPPLIES & MATERIALS (Needed)**	**REQUIRED KNOWLEDGE AND SKILLS (Math, Science, & Language)**	**SAFETY (Concerns)**	**WORKER BEHAVIORS (Important to Worker Success)**	**DECISIONS (Identify Decisions that Must be Made by the Worker)**	**CUES (Identify the Data Needed for Making Correct Decisions)**	**ERRORS (Indicate What May Result if Incorrect Decisions are Made)**
1 Review customer orders to identify delivery location(s) and date(s)	1 Reviewed all customer orders and correctly identified delivery date(s) and addresses for delivery stop(s)	1 Drop off location address(es), order information	1 Knowledge of the delivery area, knowledge of product orders	1 N/A	1 Accurate, thorough, detail oriented	1 Where are my deliveries located? When are the orders supposed to be delivered?	1 Customer orders	1 Won't know what locations and dates to plan for the delivery route, may have unhappy customers
2 Plot identified delivery locations on a map	2 Correctly plotted all delivery locations on map(s)	2 Map(s), computer with geographic information system [GIS] (Google Maps, MapQuest)	2 Mapping skills, computer skills, knowledge of GIS software tools, organization skills	2 N/A	2 Accurate, thorough, detail oriented, organized	2 Where are my deliveries located?	2 Customers delivery addresses	2 Won't be able to develop a delivery route
3 Determine most efficient routing to deliver to those delivery locations	3 Correctly determined most efficient routing to ensure timely, efficient and safe deliveries (time between stops, sequence of stops, time of day)	3 Geographic information system, map	3 Planning skills, scheduling knowledge, knowledge of delivery area	3 N/A	3 Analytical, efficient, accurate	3 What order should my deliveries be made in? What are the best highways to travel? What is traffic going to be at different times of the day?	3 Customer delivery addresses, pick up times, optional highways to travel, experience	3 Will waste time and money, may not meet customer delivery commitments
4 Print delivery route	4 Printed route(s) showed delivery times and locations	4 Computer, printer, map	4 Computer skills, knowledge of technology tools	4 N/A	4 Conscientious	4 What form should my final copy map take?	4 Available tools and software	4 Won't have a map to refer to during deliveries
5 Prepare the delivery checklist	5 Prepared a delivery checklist that showed delivery address, expected delivery departure time, expected delivery time, customer name and order	5 Computer, spreadsheet software.	5 Computer skills, scheduling knowledge	5 N/A	5 Efficient, analytical, detail oriented, organized	5 What are my customer orders? What are the delivery addresses and times?	5 Customer orders, pick-up times, delivery route schedule	5 Deliveries won't be on time, unhappy customers
Analyst: John Moser			Specific Relevant References:					
Expert Workers:			1 Peer group feedback					
Meagan Zeune			2 GIS					
Tom Snyder								

CSA Manager