

STANDARD TASK ANALYSIS FORM

6/2/2011

Duty/Task: K-5 Deliver products									
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 Check out delivery vehicle to ensure it's functioning properly	1 Checked tire pressure, oil level, gas level, other fluid levels, refrigeration systems	1 Tire pressure gauge, truck gauges, dipstick, rags, engine oil, windshield wiper fluid	1 Vehicle maintenance knowledge	1 Make sure vehicle has cones, flares, reflective triangles	1 Safety oriented, thorough, detail oriented	1 What do I need to check on the vehicle? Do any fluids or air need to be added? Is the vehicle safe to operate?	1 Vehicle pre-departure guide	1 Vehicle may not operate properly or safely	
2 Drive to delivery site(s) on route	2 Drove assigned vehicle in a safe, timely manner to designated delivery sites	2 Vehicle, delivery location checklist, GPS, map	2 Driving skills and certification, map or GPS reading skills	2 Follow all traffic laws, wear seat belt, avoid damaging or shifting of product	2 Cautious, safety minded, compliant, efficient, attentive to product	2 What are my delivery locations and schedule? Are there any considerations I should know about the planned route? Should I follow the planned delivery route?	2 Delivery schedule, delivery checklist, traffic conditions/detours	2 May not be able to make timely deliveries, will upset customers, may cause product to spoil	
3 Unload products	3 Unloaded products to designated area and avoided any damage and spoilage	3 Carts, wheeled dolly	3 Lifting and moving skills	3 Use correct lifting techniques	3 Cautious, safety minded, compliant, efficient, attentive to product	3 Where do I park to unload? Where do I put the product I'm unloading? What lifting/moving tools do I need (cart, dolly, etc.)	3 Site agreement, traffic restrictions, customer agreement, delivery schedule	3 Customers and site management may be unhappy, may get a ticket, could damage product	
4 Provide product and information to customer or someone who will give it to customers	4 Clearly provided product information and completely answered customer questions	4 Product handout or newsletter, customer agreement	4 Communication skills, customer service skills, problem solving skills, product knowledge, knowledge of pick and delivery policies and procedures	4 N/A	4 Clear, friendly, empathetic, caring, customer service oriented	4 How do I respond the customer's concerns? Has my supervisor indicated a need to communicate product/service information to the customer?	4 Nature of the issue, company policies and procedures, CSA management requests	4 Customers may be unhappy, customers won't know product information or service changes	
5 Pick up containers if applicable	5 Picked up any empty containers	5 Carts, wheeled dolly	5 Lifting and moving skills	5 Use correct lifting techniques	5 Safety minded	5 Are there any containers to pick up? Where are they? Are they damaged?	5 CSA procedures, customer agreement	5 Won't have enough containers to pack future product deliveries	
6 Record delivery data	6 Accurately recorded delivery data on company provided form or checklist	6 Clipboard, checklist, pen or pencil, electronic device	6 Communication skills, knowledge of form, knowledge of technology devices	6 N/A	6 Accurate, timely, legible	6 What delivery data do I need to record? Where do I record it?	6 CSA procedures, delivery checklist or form	6 Won't have accurate records of deliveries	
7 Resolve unexpected delivery issues (traffic, vehicle breakdown, customer absences)	7 Responded appropriately to any unexpected delivery delays	7 GPS, map, phone, customer contact information, emergency contact information	7 Problem solving skills, knowledge of customer agreement, knowledge of pick and delivery policies and procedures	7 Use vehicle breakdown tools if needed (flares, cones, etc.)	7 Adaptable, flexible, problem solver, creative	7 Who do I need to contact about this delivery issue? Can I resolve it on my own, or do I need assistance? What can I do to ensure the rest of the deliveries get made?	7 CSA procedures, delivery checklist or form	7 Deliveries may be delayed, customers will be unhappy	
8 Unload undeliverable product and containers if applicable and provide paperwork to office	8 Unloaded all containers and remaining product, placed in storage, and turned in completed paperwork to office	8 Carts, wheeled dolly	8 Lifting and moving skills, knowledge of storage requirements, knowledge of operational procedures	8 Use correct lifting techniques	8 Safety minded, conscientious	8 Do I have returned product or containers? Where should I put them? Where does the paperwork go? Does anything else need to be done?	8 CSA procedures	8 Returned product may spoil, containers and paperwork won't get placed they should be	
Analyst: John Moser			Specific Relevant References:						
Expert Workers:			1 Ohio Dept. of Health						
417			2 Ohio Dept. of Agriculture						
Tom Snyder									