

STANDARD TASK ANALYSIS FORM

6/2/2011

| Duty/Task:                                     |   |   |   |                   |  |  |  |  |  |
|--|---|---|---|-------------------|--|--|--|--|--|
| C-2 Update packing and delivery order form     |   |   |   |                   |  |  |  |  |  |
| 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 Get packing and delivery order form          | 1 Found the form easily and quickly   | 1 Computer and office files   | 1 Organizational skills   | 1 N/A             | 1 Organized                                    | 1 Where is the form? How do I get it? What is the file name?   | 1 Location(s) of saved form  | 1 Can't find the form and will have to create new form   |  |
| 2 Update the year and pricing for each package | 2 Update made correctly and accurately; form checked by another partner, employee, or supervisor; done in a timely manner     | 2 Computer and office files, calendar, product listing and cost sheet, pen and paper, if needed | 2 Basic computer skills   | 2 N/A             | 2 Detail-oriented, accurate                    | 2 Is this the correct form to update? What needs update on the form? Where do I get the current information to update? Do I have the correct pricing list? How do I know I am done? How do I know it is correctly updated? When should this be done? | 2 Product listing and cost sheet has been updated, it is almost time to sell shares                    | 2 Mistakes made, incorrect prices could lead to loss of revenue, form won't be available for use, inability to sell shares   |  |
| 3 Save updated form                            | 3 Filed updated form where it can be found easily and quickly by others; saved both electronic and print versions             | 3 Computer and office files   | 3 Basic computer skills, organizational skills                  | 3 N/A             | 3 Detail-oriented, accurate                    | 3 Where should I put the form? What should the be the name of the file?  | 3 Location(s) of save form   | 3 Can't find the form and will have to create new form   |  |
| 4 Make updated form available to customers     | 4 Sent updated form to all past CSA customers; made form available for use when signing up customers, done in a timely manner | 4 Computer, customer database or list, paper and printer, envelopes and postage, if needed      | 4 Basic computer skills, knowledge of electronic communications | 4 N/A             | 4 Detail-oriented, accurate, timely            | 4 Who needs to know the form has been updated? How do I make it available to previous and new customers? When should I send the form?  | 4 Current customer list, locations where new customers may pick up the form, it is time to sell shares | 4 If mistakes made, incorrect prices could lead to loss of revenue, form won't be available for use, inability to sell shares, loss of customers, dissatisfied customers |  |
| Analyst: Mike Loyd                             |   |   | Specific Relevant References:                                   |                   |  |  |  |  |  |
| Expert Workers:                                |   |   |   |                   |  |  |  |  |  |
| Christie Welch                                 |   |   |   |                   |  |  |  |  |  |