

STANDARD TASK ANALYSIS FORM

6/2/2011

Duty/Task:									
C-5 Develop office forms (e.g. application, harvest records)									
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 Determine the need to use a form	1 Reviewed standard operating procedures (SOP) to identify where a form is needed and its purpose e.g. required by law, needed for documentation, improvement of operations, tracking of production and sales	1 SOP manual	1 SOP, analytical skills, communication skills, basic business skills, knowledge of operations	1 N/A	1 Analytical, decision maker, problem solver, detail oriented	1 How do I know a form is needed?	1 Needs related to SOP, laws and regulations, personnel telling you a form would be useful; identification of problems related to business operations	1 Not have information you need or have information you don't need, waste of time and money; violation of laws and regulations, possible fines, possible loss of organic and other certifications	
2 Determine if a form needs to be developed	2 Identified whether a pre-developed form exists that is suitable for the need or not	2 Computer and internet access, communication devices	2 Search skills, communication skills, problem solving skills	2 N/A	2 Analytical, decision maker, problem solver, detail oriented	2 How do I know if a form already exists? Can I find any examples of the form? Where do I search for common forms or templates?	2 Search results, no existing form is available	2 Waste of time and money	
3 Identify information that needs to be recorded on the form	3 Was able to express the purpose of the form, identified all information that needs to be recorded on the form; knew how each piece of information is to be used; did not identify irrelevant information	3 Computer and office supplies	3 SOP, analytical skills, communication skills, basic business skills, knowledge of operations	3 N/A	3 Analytical, decision maker, problem solver, detail oriented, accurate	3 Can I modify an existing form? Am I clear about the purpose of the form? How does the purpose relate to the information I think should be recorded? How do I keep from collecting useless information?	3 What has been collected on forms or examples that have a similar purpose, needs related to SOP, laws and regulations, what personnel tell you; identification of problems related to business operations	3 Not have information you need or have information you don't need, waste of time and money; violation of laws and regulations, possible fines, possible loss of organic and other certifications; can't make effective decisions	
4 Develop instructions for use of the form	4 Was able to create clear instructions regarding how the form is to be used; identified who will use it, when it is to be used, where it can be found, and why it is used; stated what to do with form, once completed	4 Computer and office supplies	4 SOP, analytical skills, communication skills, basic business skills, knowledge of operations	4 N/A	4 Analytical, decision maker, problem solver, detail oriented, accurate	4 Do I know the how, what, when, where and why of the form? How do I write the instructions? How do I ensure the instructions are clear and understandable?	4 New form is to be developed; all information needed to develop instructions is known	4 Forms filled out incorrectly, not have information you need or have information you don't need, waste of time and money; violation of laws and regulations, possible fines, possible loss of organic and other certifications; can't make effective decisions	
5 Create the form	5 Created a form that is used easily and efficiently by all personnel; designed the form to capture all information; got feedback during development from intended users	5 Computer and office supplies	5 SOP, analytical skills, communication skills, basic business skills, knowledge of operations	5 N/A	5 Analytical, decision maker, problem solver, detail oriented, accurate	5 Do I know the how, what, when, where and why of the form? How do I create the form so that it will be easy to use? How do I ensure information obtained is clear and understandable? What should be the format, e.g. checklist, choose-an-option, spreadsheet, fill-in-the-blank?	5 All information that needs collected is known, how to make the form easy to use	5 Forms filled out incorrectly, not have information you need or have information you don't need, waste of time and money; violation of laws and regulations, possible fines, possible loss of organic and other certifications; can't make effective decisions	
6 Instruct personnel regarding use of form	6 Effectively instructed personnel regarding use of the form; assessed how the form is used over time	6 Computer and office supplies, communication devices	6 SOP, analytical skills, communication skills, knowledge of operations	6 N/A	6 Analytical, decision maker, problem solver, detail oriented, accurate	6 When and how will instruction occur? Who should instruct? Where should instruction occur? How will I know the instruction has been effective?	6 New form is ready for use	6 Forms filled out incorrectly, not have information you need or have information you don't need, waste of time and money; violation of laws and regulations, possible fines, possible loss of organic and other certifications; can't make effective decisions	
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