

WHAT IS WTTT?

The WTTT (Walk-Through Talk-Through) process is a method used to collect, record and analyse information about a Task at a basic level to help understand how people actually get the work done.

It is a tool to help identify where errors or mistakes can be made, the Performance Shaping Factors (PSFs) that increase the likelihood of error and how the operator might typically react to recover the situation.

This affords real opportunity to make changes that improve Human Performance.

Any Team member can conduct and lead the WTTT and it must be completed in collaboration with the person(s) who usually conducts the Task.

It can be any Task, in any worksite. The WTTT is not limited to safety critical tasks but does promote the opportunity to highlight and discuss safety critical or challenging steps in any Task, regardless of how simple.



To find out more about the principles of Human Performance, you may wish to take the time to enroll on the free HP for All eLearn Program.

Visit : ims.i-cab.org/energy/humanperformance

For further information and to access a range of useful resources, please visit Human Performance Oil and Gas www.hpog.org

PERFORMANCE SHAPING FACTORS (PSFs)

PSFs (also referred to as *Error Traps*) are a range of conditions that will influence Human Performance including aspects of human factors, worksite conditions, task design and organisational circumstance.

These can be LATENT or long-term conditions that eventually contribute to an incident. Likewise there may be additional ACTIVE or short-term conditions that affect performance on the day of the incident.

Consider which of these factors might make a mistake more likely or make a task step more difficult or confusing.

TASK RELATED FACTORS

- Complex or badly presented procedures;
- Confusing tool / equipment design;
- Difficult system / equipment interface, labelling, controls, alarms;
- Unusual, infrequent, unfamiliar or novel situations;
- Boring, trivial or repetitive actions;
- Simultaneous operations; Multi-Tasking, divided attention;
- Infrequent or First-Time tasks; Insufficient time available;
- Unclear signs, signals, instructions or other information;
- Difficult working environment (*noise, heat, cramped conditions, lighting, ventilation, ease of access*);
- Potential for interruptions or distractions.

PEOPLE RELATED FACTORS

- Fatigue, stress, workload; Morale, motivation;
- Inadequate training / competence;
- Physical capability and condition.

ORGANISATION RELATED FACTORS

- Changes of responsibility without adequate arrangements to ensure capability or competence
- Reduction in supervision; Team-work deficiencies;
- Conflicting priorities; Loss of key skills or knowledge;
- Overwork leading to inefficiency and lack of appropriate control;
- Reduction in available resources;
- Change of priority away from related tasks;
- Inadequate staffing for handling upsets, crises, peak workloads;
- Poor communication; Poor job planning.



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WTTT GUIDE

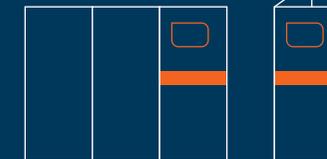
Important considerations to assist with a safe and effective WALK-THROUGH TALK-THROUGH exercise at the worksite.

“The goal of the WTTT is to understand how work is really done. This exercise captures the realities of the situation from the person doing the job.

It can highlight factors that makes error more likely; such as equipment configuration, ease of use of the procedure, time and resources they have to complete the job; and adaptations that are made given these factors.

WTTT promotes recommended improvements that target those challenges and adaptations.”

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Talk about a time in the past when it was really challenging to complete the task.

- What made it difficult?
- What did you do to adapt?
- How did you know what to do?

Discussing a situation from the past will capture any unique combination of factors or constraints that may not be in place at the time of having the WTTT conversation.

- Identify information or feedback from systems and equipment that are critical to making decisions.
Such as status, warnings and alarms, limits, gauges, safety and fail-safe systems etc.
- Locate and check the specific tools, instructions, controls and procedures required for the task.
Such as hand tools and hardware, spares, isolations, checklists and job aids, locate/demonstrate PPE etc.
- Consider the consequences to personnel, asset and equipment, environment or business.
Such as personal injury, loss of control/containment, uncontrolled release of energy, dropped object, fire etc.

- Consider the failures that could result as a consequence of PSFs (*see back page*).
ACTION FAILURES *such as Operation too fast/slow, too little/too much, misalignment, misplacement, Operation omitted, incomplete, in wrong order etc.*
INFORMATION FAILURES *such as information not retrieved or wrong information obtained etc.*
CHECKING FAILURES *such as check omitted or incomplete, wrong check on right object or vice versa, check too early or too late etc.*
SELECTION FAILURES *such as selection omitted or wrong selection made etc.*
PLANNING FAILURES *such as plan omitted/incorrect.*

WHAT COULD GO WRONG?

WHAT FACTORS LEAD TO ERROR?

WHAT CAN BE IMPROVED?

Jointly with the person doing the job (the Operator), select 3 task steps that may lead to the most severe problems or consequences (*such as a spill, release, injury, down-time or equipment damage etc*).

Discuss what makes a mistake more likely or which steps are more difficult to perform.
Ask if the Operator what a new person could find confusing about the task step?

Discuss what can be done to remove or address the factors that might lead to mistakes or adaptations.
Ask if the Operator has found better ways of overcoming these factors to complete the task step.

Open the wrong valve

Skip step and not open the valve



Not open it to the correct position

Open valve in wrong sequence

Valves all look the same, no clear labelling

Procedure unclear, incorrect or out of date



No indication of valve position

Sequence changes frequently, depends on plant activity

Add clear labels, paint the valves

Review and update procedure



Install valves with position indicators

Install remotely actuated valves