



WALK-THROUGH TALK-THROUGH TEMPLATE

WHAT YOU NEED TO DO AS PART OF YOUR WTTT			
<ul style="list-style-type: none"> Conduct a Walk-Through / Talk-Through in the field / on the shop floor (where the task is done) with the Person who will be doing the job. <i>You will aim to identify the key steps in a task, discuss what can go wrong with each step, and under what conditions mistakes are more likely. If possible, take photos of the task activities, tools, equipment, working environment etc.</i> Document your WTTT in the template below. <i><delete blue text guidance when complete></i> Embed the photographs in the template below or append these as a picture book if possible. 			
Task Name: <i><enter the name of the task you walked through and talked through></i>		Task Description: <i><describe the task you walked through and talked through and the position of the person who does the job and guided the WTTT></i>	
Photos of Task Activities: <i><insert photographic images showing the task activities, tools, equipment, work environment etc. Append as picture book if necessary></i>			
1. HAVE A CONVERSATION WITH THE PERSON DOING THE JOB TO PRIME YOUR WTTT			
<ul style="list-style-type: none"> Have the individual talk about a time in the past when it was really challenging to complete this task. What made it difficult? What did they do to adapt? How did they know what to do? 			
What was the situation? <i><Discuss a situation from the past generically. This is to capture any unique combination of error traps and constraints that are not in place at the time of having this WTTT conversation.></i>	What made it difficult? <i><Have them describe the factors that got in the way of doing the task as they intended.></i>	What did you do to adapt? How did you know what to do? <i><Describe any workarounds or shortcuts that are done to overcome the factors that make the task more difficult.></i>	What are the most important learnings and corrective actions that we should adopt from that situation? <i><Capture any improvements or efficiencies that the operator has considered or developed.></i>
2. CONDUCT THE WTTT WITH THE PERSON DOING THE JOB			
Walk through the activity and write down the steps (<i>Literally walk through the task guided by person doing the job in the field (or wherever the task is conducted) OR if unable, paste the task steps from the procedure</i>)	Jointly with the person doing the job, select 3 steps that may lead to most severe problems/ consequence? (<i>e.g. injury, defect, time, cost, impact on production</i>). Write down what the potential problem / consequence may be.	When walking through the steps, what makes a mistake more likely? What factors make the step more difficult to perform? What is it about this step that a new person could find confusing? (<i>according to the person doing the job</i>)	What can be done to remove / address error traps (<i>according to a person doing the job</i>)? Has the operator found better ways of completing the step?
1	<i><Step 1></i>		
2	<i><Step 2></i>		



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3	<Step 3>			
4	<etc>			
5				
6				
7				
8				
9				
10				



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