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| **WHAT YOU NEED TO DO AS PART OF YOUR WTTT** |
| * **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.**

*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.* * **Document your WTTT in the template below**. *<delete blue text guidance when complete>*
* **Embed the photographs in the template below** or append these as a picture book if possible.
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| **Task Name:** *<enter the name of the task you walked through and talked through>* | **Task Description:** *<describe the task you walked through and talked through and the position of the person who does the job and guided the WTTT>* |
| **Photos of Task Activities:** *<insert photographic images showing the task activities, tools, equipment, work environment etc. Append as picture book if necessary>* |
| **1. HAVE A CONVERSATION WITH THE PERSON DOING THE JOB TO PRIME YOUR WTTT** |
| * **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?**
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| **What was the situation?***<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.>.* | **What made it difficult?***<Have them describe the factors that got in the way of doing the task as they intended.>* | **What did you do to adapt? How did you know what to do?***<Describe any workarounds or shortcuts that are done to overcome the factors that make the task more difficult.>* | **What are the most important learnings and corrective actions that we should adopt from that situation?***<Capture any improvements or efficiencies that the operator has considered or developed.>* |
| **2. CONDUCT THE WTTT WITH THE PERSON DOING THE JOB**  |
| **Walk through the activity and write down the steps** *(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)* | **Jointly with the person doing the job, select 3 steps that may lead to most severe problems/ consequence?** *(e.g. injury, defect, time, cost, impact on production)*.**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?** *(according to the person doing the job)* | **What can be done to remove / address error traps** *(according to a person doing the job)***?** **Has the operator found better ways of completing the step?** |
| **1** | *<Step 1>* |  |  |  |
| **2** | *<Step 2>* |  |  |  |
| **3** | *<etc>* |  |  |  |
| **4** |  |  |  |  |
| **5** |  |  |  |  |
| **6** |  |  |  |  |
| **7** |  |  |  |  |
| **8** | *<continue>* |  |  |  |