

STANDARD TASK ANALYSIS FORM

Duty: MAINTAIN THE HOME YARD

Expert Workers: Steve Brown, Glenn Maxon

Task: MOW THE LAWN

Recorder: Robert E. Norton Date: 9/20/06

STEPS (Required to Perform the Task)	PERFORMANCE STANDARDS (Observable & Measurable Criteria)	TOOLS, EQUIPMENT, SUPPLIES, & MATERIALS (Needed)	REQUIRED KNOWLEDGE & SKILLS (Math, Science, Language) Specify Relevant Reference(s)	SAFETY (Concerns)	WORKER BEHAVIORS (Important to Worker Success)
1. Remove mower from storage	1.	1. Mower	1.	1. Do not damage car or other items	1. Cautious and careful
2. Check/add oil	2a. Checked oil level b. Added correct amount and type of oil, if needed	2a. Rag or paper towel b. Correct type of oil	2a. Location of oil level measure b. Read oil level measure c. Type of oil needed	2a. Be careful not to spill or waste oil b. Be careful not to overfill engine with oil	2.
3. Check/add gas	3a. Checked gas level b. Filled gas tank, if needed	3a. Gas can b. Correct type of gas	3a. Location of gas tank b. Determine gas level c. Type of gasoline appropriate, or gas/oil mixture ratio	3a. Be careful not to spill gas b. Avoid sparks and smoking	3.
4. Check/adjust cutting height	4. Adjusted mower to desired cutting height	4. Ruler	4. Read ruler/owner's manual	4. Avoid cuts	4. Concern for quality
5. Attach bagger, if desired	5. Attached bagger unit, if desired	5. Bagger unit	5. How to attach bagger unit	5.	5.
6. Determine mowing pattern	6. Mowed lawn in pattern requested	6.	6. Available patterns and benefits of each	6.	6.
7. Start mower	7a. Choked engine, if cold b. Adjusted gas to recommended setting c. Started engine quickly	7. Owner's manual	7a. Basic principles of engine operation b. Location and operation of choke and throttle	7. Locate on flat surface free of objects	7. Concern for safety of self and others
8. Guide mower over lawn	8a. Guided the mower safely by: 1. wearing proper clothing 2. removing any objects from lawn 3. keeping children & animals a safe distance 4. proceeding at safe speed for conditions b. Mowed the entire lawn	8.	8a. Safe lawn mowing procedures b. What objects constitute danger c. Distinguish lawn from other plants	8a. Watch for safety of children, adults, and other animals b. Watch for toys & other objects	8. Safety conscious
9. Shut off mower	9. Turned off engine promptly	9.	9a. Location of off-switch b. Appropriate cleaning procedure	9. Avoid touching hot surfaces	9.
10. Dispose of clippings	10a. Properly disposed of clippings b. Prepared mower for storage	10a. Container for clippings b. Broom and rags	10. Clipping disposal options	10.	10.
11. Return mower to storage	11. Returned mower to storage area	11.	11. How to store mower safely	11. Avoid damage to mower & adjacent objects	11.
12. Collect mowing fee (if appropriate)	12. Collected appropriate fee for services	12.	12. Able to calculate correct mowing fee	12.	12. Courteous, appreciative

DECISIONS	CUES	ERRORS
Identify Decisions That Must be Made by the Worker	Identify the Data Needed for Making Correct Decisions	Indicate What May Result if Incorrect Decisions are Made
1.	1.	1.
2. Whether to add oil, & if needed, the amount & type	2. Reading from the oil dipstick	2. Could damage or destroy engine
3. Whether to add gas, & if needed, how much	3. Gas gauge or other measure	3a. Run out of fuel b. Clog fuel system
4. Determine best cutting height	4. Owner's manual & customer preference	4a. Dissatisfied customer b. Damage to lawn health
5. Whether to bag clippings	5. Owner preference	5. Dissatisfied customer
6. Decide on best mowing pattern	6. Owner's manual & owner's preference	6. Dissatisfied customer
7. Decide on amount to choke	7. Owner's manual & condition of engine	7. Engine won't start
8. How to operate safely	8. Owner's manual	8a. Loss of customer b. Injury to self or others
9.	9.	9.
10. Determine how best to dispose of clippings	10. Owner's preference	10. Dissatisfied customer
11. Decide on best storage area	11. Owner's preference or previous location	11. Dissatisfied customer
12. Determine reasonable & correct fee	12. Going rates in the area	12a. Worker loses money b. Customer unhappy with excessive fee