Toolbox Talk - Learning from Work Products

Todd Jerome Jenkins | v2.0 | October 13, 2026 | 5–10 minutes plus field checks

What and why

A work product review studies a completed plan, report or instruction with its preparers and users to improve future work. A completed work package can show more than whether its author filled every box. It can reveal missing inputs, weak review support or a useful practice worth repeating.

Objective: Use one completed work product to identify a specific improvement in the preparation or review system and verify its next use.

When and where

After a useful sample becomes available, or when recurring rework suggests a process problem. Where teams can safely examine approved copies without exposing protected records.

How to use it

- Choose a sample and explain its limits. Include preparers, reviewers and users with authorized access.
- Trace an important instruction to its inputs and actual use. Identify helpful support, missing information and any active defect.
- Assign an approved improvement and a later check. Route urgent safety defects immediately through the responsible process.

Verify It in the Field

Give the team a fictional completed form with a missing source reference. Ask what can be concluded and what remains unknown.

Trace one real requirement through the sample and user feedback. Record the actual gap; do not grade a person.

Check the targeted feature in a later product after the approved change. Verify affected controls separately against their governing criteria.

Failure points and stop triggers

Selecting only favorable samples; grading people instead of studying work; missing user experience; overlooking successful support; generalizing from one document; recording actions without checking results. Escalate a sample that reveals an active safety defect without waiting for the review meeting to end. Pause conclusions when evidence is missing or the sample cannot support them.

Toolbox talk questions

1. Why was this sample chosen?

2. What helped or hindered its preparation and use?

3. What will we look for in the next product?

Use the separate supervisor field check and attendance sheet. Practice is not qualification or work authorization.

Source: DOE-HDBK-1028-2009, Vol. 2, printed pp. 83–84. References and task-specific limits on the webpage.

Next step: Apply this skill to one step on the free JHA/JSA field-verification worksheet.

Expanded guidance and separate forms: toddjeromejenkins.com/toolbox-talks/work-product-review-learn-from-released-work

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