

Work Product Review: Learn from the Work We Release

Todd Jerome Jenkins | v1.0 | Reviewed October 9, 2026 | Discussion + field checks

Why this matters

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. Review a real sample with its users to improve how work is prepared and released.

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

Key hazards or failure points

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.

Practical controls

- Select a completed product and explain why it was chosen. Include relevant preparers, reviewers and users, with appropriate access to protected information. Keep the sample's limits visible; it does not represent every task.
- Compare the product with its purpose, applicable requirements and actual use. Identify what supported good work and what made the task difficult. Separate a technical defect requiring immediate disposition from a broader improvement opportunity.
- Agree one improvement to inputs, tools, review support or handoff. Assign an owner, approval route and a follow-up point. Keep required technical review and current hazard controls in place while the improvement is developed.

Verify It in the Field

Trace one important instruction or conclusion in the sample to its input and review evidence. Ask its user how it worked at the point of use. Record the specific supporting condition or gap rather than assigning a general quality score.

For the selected improvement, identify what should be different in the next product. Confirm the owner received the action and has the authority or escalation route to obtain needed resources. Record the expected evidence and follow-up date.

Check a later suitable product after the approved change. Compare the targeted feature and user feedback with the original problem. Record the source, safe check method, actual result and reviewer; completed training or a changed template alone does not establish a better outcome.

Stop and reassess

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. Do not alter released technical information informally. Obtain authorized correction and verify affected users receive the change.

Ask the crew

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 task plan and required specialist decisions before exposure.

Sources: DOE-HDBK-1028-2009, Vol.2, pp.83,84; OSHA recommended practices.

Free next step: [JHA/JSA planning & field-verification worksheet](#)

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

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