

SOP Template: Daily Shift Handover and Reporting

This SOP details the **daily shift handover and reporting** process to ensure seamless communication and continuity between shifts. It includes standardized procedures for documenting ongoing tasks, summarizing key incidents, updating operational status, and highlighting critical issues. The objective is to facilitate accurate information transfer, minimize errors, and maintain operational efficiency across all shifts.

1. Purpose

To standardize the process for daily shift handover and reporting, ensuring all relevant information is communicated clearly and effectively between team members during shift changes.

2. Scope

This procedure applies to all staff members involved in shift-based operations across departments where information transfer is required at the conclusion and commencement of shift periods.

3. Responsibilities

- **Outgoing Shift Lead:** Completes handover documentation, delivers verbal brief, ensures all information is current.
- **Incoming Shift Lead:** Reviews handover, asks clarifying questions, confirms understanding.
- **Team Members:** Contribute updates relevant to their roles, raise critical issues during handover.

4. Procedure

1. **Preparation (30 minutes before shift end):**
 - Review ongoing and outstanding tasks.
 - Gather details of key incidents, operational changes, and any unresolved issues.
 - Update shift handover log.
2. **Documentation:**
 - Use the standardized Shift Handover Report form or logbook.
 - Record required fields (see “Shift Handover Report Template” below).
3. **Verbal Handover:**
 - Meet with incoming shift lead and relevant team members.
 - Summarize:
 - Ongoing and pending tasks
 - Key incidents/events
 - Changes in operational status
 - Critical issues or risks
4. **Confirmation:**
 - Incoming shift lead reviews documentation and asks questions to clarify.
 - Both parties sign off on the handover, acknowledging information transfer.
5. **Handover Log Storage:**
 - Submit completed documentation to the designated location (physical or digital system).

5. Shift Handover Report Template

Field	Description
Date/Shift	Record date and shift identification (e.g. Day/Night, time period)
Outgoing Shift Lead	Name and signature
Incoming Shift Lead	Name and signature
Ongoing Tasks	List incomplete work to be continued by next shift
Completed Tasks	Key achievements or closures for the shift

Incidents/Events	Summary of significant incidents (include resolutions or outstanding actions)
Operational Status	Changes in systems, equipment, or staffing
Critical Issues/Alerts	Highlight ongoing risks, urgent matters, or items needing escalation
Other Notes	Any other relevant information (handover points, reminders, requests, etc.)

6. Review & Revision

This SOP should be reviewed annually and after any incident or operational change that reveals weakness in the current handover process.

7. References

- Company operational handover guidelines
- Shift logbooks and digital reporting systems manual
- Related departmental SOPs