

# SOP: Employee Scheduling and Shift Handover

This SOP describes the process for **employee scheduling and shift handover** to ensure smooth operational continuity. It includes guidelines for creating fair and efficient work schedules, managing shift changes, communicating handover information effectively between outgoing and incoming employees, and documenting critical shift details. The objective is to optimize workforce management, minimize errors during transitions, and maintain consistent productivity and service quality.

## 1. Purpose

To establish standardized procedures for employee scheduling and effective shift handover to maintain operational efficiency and service quality.

## 2. Scope

This SOP applies to all employees, supervisors, and managers responsible for scheduling shifts and carrying out shift handovers.

## 3. Responsibilities

- **Supervisors/Managers:** Create and manage schedules, oversee shift changes, and ensure handover completeness.
- **Employees:** Follow assigned schedules, communicate shift issues or changes, and complete handover documentation.

## 4. Procedure

### 4.1 Scheduling

1. Prepare work schedule at least **two weeks in advance**.
  - Consider employee preferences, legal requirements, and operational demands.
  - Ensure fair distribution of shifts, including weekends and holidays.
2. Publish schedule via designated communication channels (e.g., internal portal, email, notice board).
3. Allow employees to request shift swaps or changes with adequate notice (minimum 48 hours unless emergency).
  - Document approved changes in the master schedule.
4. Update and redistribute any changes to the schedule promptly.

### 4.2 Shift Handover

1. The outgoing shift completes the **Shift Handover Log** (see template below) at least 15 minutes before shift end.
2. Both outgoing and incoming employees review:
  - Outstanding tasks
  - Pending issues or incidents
  - Equipment or system status
  - Special instructions or follow-ups
3. Discuss critical details verbally and confirm understanding.
4. Both parties sign the handover log to acknowledge completion.
5. Escalate unresolved issues to the supervisor as needed.

## 5. Documentation

Accurate records must be maintained for schedules, swap requests, and shift handovers.

### Shift Handover Log Template

Date	
Outgoing Employee	
Incoming Employee	
Outstanding Tasks	
Pending Issues	

Equipment/System Status	
Special Instructions	
Signature (Outgoing)	
Signature (Incoming)	

6. References

- Company HR Policy Manual
- Applicable labor laws and regulations

7. Revision History

Date	Version	Description	Prepared By
	1.0	Initial SOP Release	