

SOP: End-of-Day Reporting and Shift Handover Processes

This SOP defines the **end-of-day reporting and shift handover processes**, detailing systematic procedures for accurately documenting daily activities, incidents, and operational updates. It ensures seamless communication between shifts, facilitating the transfer of essential information, pending tasks, and critical observations to maintain continuity, accountability, and operational efficiency within the team or organization.

1. Purpose

To standardize the process of documenting daily activities and ensure effective communication and continuity between outgoing and incoming shifts.

2. Scope

This procedure applies to all staff responsible for daily reporting and shift handover duties within the team or department.

3. Responsibilities

- **Outgoing Shift:** Accurately complete end-of-day reports and provide detailed handover to incoming staff.
- **Incoming Shift:** Review handover, clarify outstanding issues, and confirm receipt of information.
- **Supervisors/Managers:** Oversee the process for compliance and address discrepancies.

4. Procedure

4.1 End-of-Day Reporting

1. Record all completed tasks and significant events for the day.
2. Log any incidents, issues, or irregularities encountered during the shift.
3. Update operational logs, checklists, and register all documentation in the designated system or logbook.
4. Summarize pending tasks and actions requiring follow-up.
5. Submit the report to the assigned location (e.g., digital system, physical folder) before shift end.

4.2 Shift Handover

1. Schedule a dedicated handover timeframe at the end of the outgoing shift/beginning of the incoming shift.
2. Outgoing staff reviews the report and highlights:
 - Critical incidents
 - Outstanding tasks
 - Operational updates or deviations
 - Special instructions
3. Incoming staff actively reviews and asks questions to clarify any uncertainties.
4. Both parties confirm understanding; incoming staff signs (physically or digitally) to acknowledge handover.

5. Documentation

Document Name	Format/Location	Retention Period
End-of-Day Report	Digital system or logbook	As per company policy (typically 1 year)
Shift Handover Checklist	Printed/digital handover template	Minimum 3 months

6. Review and Continuous Improvement

- Supervisors review handover effectiveness monthly and collect feedback for improvements.
- Process updates and training to be conducted as required.

7. References

- Company Policy Manual
- Incident Reporting Guidelines

Note: Any deviation from this SOP must be documented and reported to supervision immediately.