

SOP Template: End-of-Shift Reconciliation and Handover Process

This SOP details the **end-of-shift reconciliation and handover process**, including accurate recording of completed tasks, verification of inventory and equipment status, communication of any issues or incidents, transfer of responsibility to the incoming shift, and documentation requirements to ensure continuity, accountability, and operational efficiency.

1. Purpose

To ensure a structured, transparent, and consistent process for end-of-shift handover, promoting operational continuity and accountability.

2. Scope

This procedure applies to all staff involved in shift-based operations.

3. Responsibilities

- **Outgoing Shift:** Accurate recording, reconciliation, and communication of all relevant details before leaving.
- **Incoming Shift:** Reviewing and acknowledging the information provided; resolving any discrepancies immediately.
- **Supervisors/Managers:** Oversight and auditing of the handover process.

4. Procedure

1. **Task Completion & Recording**
 - Review the shift's assigned tasks and ensure all have been accurately completed.
 - Update task logs, checklists, and digital tracking systems.
2. **Inventory and Equipment Check**
 - Verify inventory counts and equipment status using the provided forms or checklists.
 - Note any shortages, damage, or malfunctions.
3. **Incident and Issue Reporting**
 - Document any incidents, unusual findings, or operational issues in the Handover Log.
 - Communicate urgent matters verbally to the incoming shift and supervisor.
4. **Handover Briefing**
 - Meet with the incoming shift for a face-to-face briefing (or virtual if required).
 - Review outstanding tasks, ongoing concerns, and key information.
5. **Transfer of Responsibility**
 - Mutually confirm agreement on the handover contents.
 - Both parties should sign or electronically acknowledge the handover documentation.
6. **Documentation & Filing**
 - File completed checklists, logs, and acknowledgment forms according to the departmental protocol.
 - Escalate unresolved issues as per escalation procedure.

5. Documentation Requirements

Document	PIC (Person in Charge)	Retention Period
Shift Task Checklist/Log	Outgoing Shift Lead	30 days
Incident Report Forms	Outgoing Shift Lead	As per company policy
Handover/Transfer Record	Both Shifts	90 days

6. References

- Company Handover Policy Document
- Incident Escalation Procedure
- Inventory Management Policy

7. Revision History

Version	Date	Description of Changes	Author
1.0	2024-06-07	Initial draft	SOP Team