Standard Operating Procedure (SOP): Daily Shift Handover and Log Documentation

This SOP describes the process for **daily shift handover and log documentation**, ensuring seamless communication and continuity between shifts. It covers standardized handover procedures, key information to be recorded in logs, verification of completed tasks, reporting of incidents or anomalies, and accountability measures. The goal is to maintain operational efficiency, minimize errors, and support clear, accurate record-keeping for all shift activities.

1. Purpose

To outline clear procedures for the daily transfer of information between outgoing and incoming shifts, ensuring consistency, accuracy, and continuity of operations through effective log documentation and reporting.

2. Scope

This SOP applies to all personnel involved in shift-based operations within the organization.

3. Responsibilities

- **Outgoing Shift Lead:** Ensure all relevant information is documented and communicated.
- **Incoming Shift Lead:** Review logs and confirm understanding of outstanding tasks and incidents.
- **All Shift Personnel:** Accurately record key activities, tasks, and incidents in the shift log.
- **Supervisors/Managers:** Audit logs for completeness and accuracy; address gaps or inconsistencies.

4. Procedure

1. **Shift Log Preparation**
   - Record all completed, ongoing, and pending tasks during the shift.
   - Document any incidents, anomalies, or escalations as they occur (see Section 5).
   - Use the standardized log template (see Section 6).
2. **Conduct Handover Meeting**
   - Outgoing and incoming shift leads meet face-to-face (or via designated virtual platform).
   - Review and confirm all key items, tasks, and incidents from the log.
   - Address any questions or clarifications.
3. **Verification of Completed Tasks**
   - Outgoing shift lead verifies completion of assigned tasks and updates the log accordingly.
   - Highlight any outstanding issues or follow-ups required.
4. **Log Sign-Off and Handover Acknowledgment**
   - Both outgoing and incoming leads sign (physically or electronically) to confirm handover.
   - Maintain the log for audit and compliance purposes.
5. **Incident/Anomaly Reporting**
   - Escalate serious incidents to supervisor/manager per escalation procedures.
   - Ensure all incidents are clearly documented in the log.
6. **End-of-Shift Review**
   - Supervisors periodically review logs to ensure accuracy and completeness.

5. Key Information to Include in Shift Log

- Date, shift time, and names of outgoing/incoming leads
- List of completed, ongoing, and pending tasks
- Notable incidents or anomalies, including time and response/action taken
- Escalations and communications with supervisors/managers
- Equipment or system status updates
- Safety, security, or compliance matters

- Other relevant operational notes

6. Standardized Shift Log Template

Date & Time	Outgoing Lead	Incoming Lead	Task Description	Status	Incidents/Notes	Acknowledged By
[YYYY-MM-DD hh:mm]	[Name]	[Name]	[Describe the task/activity]	[Completed/Ongoing/Pending]	[Details of incident/anomaly or general notes]	[Signatures or initials]

7. Accountability & Record-Keeping

- Logs must be retained in accordance with company policy.
- Falsification, omission, or neglect in log-keeping may result in disciplinary action.
- All personnel are responsible for the accuracy and completion of their entries.

8. Review & Improvement

- SOP and log templates should be reviewed at least annually or after major incidents to ensure effectiveness and efficiency.
- Feedback from shift personnel is encouraged for continuous improvement.