

Standard Operating Procedure (SOP)

Employee Shift Handover and Scheduling

This SOP details the **employee shift handover and scheduling** process, including clear communication of tasks and responsibilities between shifts, accurate documentation of ongoing work, timely updates on any issues or incidents, and systematic planning to ensure adequate staffing levels. The goal is to maintain continuity of operations, enhance team coordination, and optimize workforce management for improved productivity and workplace efficiency.

1. Purpose

To ensure a seamless transition between employee shifts and to maintain adequate staffing for uninterrupted business operations.

2. Scope

This procedure applies to all team members, supervisors, and managers responsible for or involved in shift work, handovers, and scheduling.

3. Responsibilities

- **Outgoing Shift Employee:** Complete handover notes, communicate pending tasks and issues.
- **Incoming Shift Employee:** Review handover notes, clarify doubts, and confirm understanding.
- **Supervisors/Managers:** Oversee scheduling, verify handovers, and address staffing adjustments as needed.

4. Procedures

- Shift Scheduling**
 - Create shift schedules in advance (e.g., weekly or monthly basis).
 - Ensure schedules are accessible to all employees.
 - Monitor to prevent understaffing or overstaffing.
- Pre-Handover Preparation**
 - Outgoing employee updates handover log with all important information (ongoing work, pending tasks, incidents, special instructions).
 - Prepare physical or digital documentation for the next team.
- Handover Communication**
 - Conduct handover meeting (face-to-face or virtual if possible).
 - Discuss key points: incomplete tasks, unusual events/issues, equipment status, priorities for next shift.
 - Incoming employee asks questions and confirms understanding.
- Documentation**
 - Update all required logs, checklists, and records.
 - Report any incidents or hazards as per protocol.
- Shift Overlap (If Applicable)**
 - Arrange for a brief overlap period where possible to address queries and ensure clarity.
- Escalation**
 - Report unresolved or critical issues immediately to supervisors.

5. Handover Log Template

Date	Outgoing Employee	Incoming Employee	Outstanding Tasks	Incidents/Issues	Special Instructions	Supervisor Remarks

6. Scheduling Template (Example)

Date	Shift	Employee Name	Role	Supervisor
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	Morning / Afternoon / Night			
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7. Review & Continuous Improvement

- Supervisors to review shift handovers and scheduling for adherence and effectiveness monthly.
- Solicit feedback from employees and identify areas for process improvement.
- Update SOP as necessary based on operational needs or lessons learned from incidents.

8. References

- Company Attendance Policy
- Incident Reporting Procedures
- Staff Scheduling Guidelines