SOP: Communication and Handover Process Between Departments

This SOP defines the **communication and handover process between departments** to ensure seamless information transfer, continuity of operations, and accountability. It covers standardized communication protocols, documentation requirements, key responsibilities, timing and frequency of handovers, escalation procedures, and measures to prevent miscommunication or information loss. The goal is to foster effective collaboration and operational efficiency across all departments by establishing clear and consistent handover practices.

1. Purpose

To establish consistent communication and handover procedures among departments to ensure the smooth transfer of information, operational continuity, and accountability.

2. Scope

This SOP applies to all employees and departments involved in operational, administrative, or project-based handovers within the organization.

3. Definitions

- **Handover:** The formal transfer of responsibilities, information, and/or tasks from one person or department to another.
- **Escalation:** The process of raising issues or concerns to higher authority level for quick resolution.

4. Communication Protocols

- All communication should use agreed channels (e.g., email, internal software, documented forms).
- Use clear, concise, and unambiguous language.
- Confirm receipt of handover information via written acknowledgment.

5. Documentation Requirements

- Complete all mandatory handover documents (templates/forms provided by the organization).
- Include relevant attachments and supporting documents.
- Store all handover records in the designated shared drive or document management system.

6. Responsibilities

Role	Responsibilities
Outgoing Department/Individual	- Prepare and deliver accurate handover documentation. - Communicate critical information and outstanding issues. - Confirm receipt and address queries from the receiving party.
Receiving Department/Individual	- Review and acknowledge all handover documents. - Clarify any uncertainties or missing information immediately. - Assume responsibility for tasks upon handover completion.
Supervisors/Managers	- Ensure adherence to handover procedures. - Provide guidance and resolve handover-related issues as needed.

7. Timing and Frequency of Handovers

- At the end/start of shifts or projects.
- Upon planned leave or staff transitions.
- At key project milestones or when required b operational changes.

8. Escalation Procedures

- Immediately escalate unresolved issues to the line supervisor or designated authority.
- Document the issue and actions taken during escalation.

9. Risk Mitigation Measures

- Perform handover audits periodically for compliance.
- Use standardized templates to minimize risk of omission or miscommunication.
- Maintain clear handover timelines and responsibility trackers.

10. Review and Continuous Improvement

- Supervisors to review effectiveness of handover process quarterly.
- Obtain feedback from staff for gaps or improvements.
- Update SOP annually or as necessary based on organizational needs.

11. References

- Departmental Communication Protocol Policy
- Document Management Procedures

12. Appendix

- Handover Checklist Template
- Sample Handover Documentation Form