

SOP: Daily Handover and Shift Reporting Procedures

This SOP details the **daily handover and shift reporting procedures** to ensure seamless communication and continuity between shifts. It includes guidelines for accurate documentation of tasks completed, ongoing issues, important updates, and any safety concerns. The procedure aims to promote accountability, reduce errors, and maintain operational efficiency by providing clear and consistent information exchange between outgoing and incoming personnel.

1. Purpose

To outline the steps required for an effective handover and shift reporting process to maintain continuity, minimize errors, and ensure all critical information is communicated between shifts.

2. Scope

This SOP applies to all staff involved in shift-based work and responsible for shift handovers and reporting activities within the department.

3. Responsibilities

- **Outgoing Personnel:** Accurately document and communicate all relevant information before leaving their shift.
- **Incoming Personnel:** Review the handover report, seek clarification if necessary, and assume responsibility for ongoing issues and tasks.
- **Supervisors/Team Leaders:** Ensure compliance with the handover process and provide guidance as needed.

4. Procedure

1. **Preparation Prior to Handover**
 - Complete all task records and update logs throughout the shift.
 - Identify ongoing issues, maintenance needs, or incomplete tasks requiring attention.
2. **Documentation**
 - Fill in the shift report/handover log using the approved template (see Sample Template below).
 - Include:
 - Tasks completed and status updates
 - Ongoing issues, incidents, or unusual occurrences
 - Pending actions or follow-ups required
 - Safety and security concerns
 - Other important notes or instructions
3. **Face-to-Face Handover (if applicable)**
 - Meet with incoming personnel at the designated handover location.
 - Verbally summarize critical points, emphasizing urgent issues and required actions.
 - Allow time for questions and clarifications.
4. **Review and Sign-off**
 - Both outgoing and incoming personnel review the completed handover report.
 - Each signs or initials the report to acknowledge transfer of responsibility.
5. **Documentation Storage**
 - Submit completed reports to the designated storage (physical file or digital system).
 - Retain records according to department policy.

5. Sample Shift Handover Template

Date	Shift
Outgoing Staff Name	Incoming Staff Name
Tasks Completed	
Ongoing Issues/Incidents	
Pending Actions/Follow-ups	

Safety and Security Concerns			
Other Notes/Instructions			
Outgoing Staff Signature		Incoming Staff Signature	

6. References

- Departmental shift handover policy
- Company documentation standards

7. Revision History

Version	Date	Description	Author
1.0	2024-06-13	Initial draft	[Your Name]