STANDARD OPERATING PROCEDURE

Production Shift Handover SOP

Document no.	SOP-MFG-008
Revision	1.0
Owner	Production Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure the incoming shift starts with accurate information on production status, open equipment or quality issues, and priority orders, so nothing is lost or repeated between shifts.

2. Scope

Applies to the handover between outgoing and incoming operators and supervisors at a shift change on a production line. Starting the line itself is covered by the production line startup SOP.

Definitions

Handover log	The written or digital record used to pass shift information from the outgoing team to the incoming team.
Open issue	An equipment fault, quality hold or safety concern that was not resolved by the end of the outgoing shift.
Handover board	A visual board at the line showing current status, priorities and open issues for anyone to see at a glance.
Priority order	A production order flagged to run ahead of the normal schedule, such as a rush customer order.

3. Responsibilities

Outgoing Operator	Completes end-of-shift housekeeping, updates the production log, and walks the line with the incoming operator.
Incoming Operator	Reviews the handover log, confirms understanding of open issues, and signs the handover log.
Outgoing Shift Supervisor	Reviews shift KPIs and outstanding action items and briefs the incoming supervisor.
Incoming Shift Supervisor	Confirms priority orders for the shift and escalates unresolved issues as needed.

RACI matrix

Activity	Outgoing Operator	Incoming Operator	Outgoing Shift Supervisor	Incoming Shift Supervisor
Complete end-of-shift housekeeping and counts	R/A	I	I	-
Walk the line and review open issues together	R	R/A	I	I

Activity	Outgoing Operator	Incoming Operator	Outgoing Shift Supervisor	Incoming Shift Supervisor
Review shift KPIs and action items	I	I	R/A	C
Communicate priority orders for next shift	I	I	R	A
Escalate unresolved issues	C	C	R	A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Shift handover log or digital handover form
- Production log with output, scrap and downtime data
- Handover whiteboard at the line
- Shift KPI dashboard or report
- Keys, tools and PPE assigned to the line

Personal protective equipment

- Safety glasses
- Hearing protection
- Task-appropriate gloves

5. Procedure

Step	Task	Owner	Done
5.1	**Complete end-of-shift housekeeping** Outgoing operator clears scrap, tidies the station, and returns tools to their assigned location before the shift ends.	Outgoing Operator	☐
5.2	**Update the production log** Outgoing operator records final output count, scrap quantity and any downtime with a reason code in the production log for the shift.	Outgoing Operator	☐
5.3	**Walk the line together** Outgoing and incoming operator walk the line together at the start of the changeover, pointing out the current state of work-in-process, staged materials and any abnormal condition.	Incoming Operator	☐
5.4	**Review open equipment and quality issues** Outgoing operator explains any open equipment fault, quality hold or safety concern from the shift, including what has already been reported to maintenance or quality. **Checkpoint:** Every open issue from the shift is explained to the incoming operator before the outgoing operator leaves the line.	Outgoing Operator	☐
5.5	**Review the handover log line by line** Outgoing and incoming operator go through each item on the handover log together rather than the incoming operator reading it alone after the outgoing operator has left.	Incoming Operator	☐

Step	Task	Owner	Done
5.6	**Confirm understanding and sign the log** Incoming operator confirms they understand the line's current status and open issues, then signs the handover log to accept the shift. **Checkpoint:** Incoming operator signs the handover log only after confirming understanding of every open item.	Incoming Operator	☐
5.7	**Review shift KPIs and outstanding actions** Outgoing shift supervisor reviews output, scrap and downtime KPIs against the shift target with the incoming supervisor, along with any open action items.	Outgoing Shift Supervisor	☐
5.8	**Communicate priority or rush orders** Outgoing supervisor tells the incoming supervisor about any priority or rush order that needs to run ahead of the normal schedule on the next shift.	Incoming Shift Supervisor	☐
5.9	**Hand over keys, tools and PPE** Outgoing operator hands over any shift-specific keys, tools or PPE assigned to the line to the incoming operator.	Outgoing Operator	☐
5.10	**Confirm safety incidents are reported** Outgoing supervisor confirms any safety incident or near-miss during the shift has already been reported through the site's safety reporting process, not just mentioned verbally.	Outgoing Shift Supervisor	☐
5.11	**Update the handover board** Incoming operator updates the handover whiteboard at the line with current status, so the information is visible to anyone passing, not only the two operators involved.	Incoming Operator	☐
5.12	**Escalate unresolved issues** Incoming supervisor escalates any unresolved issue that needs support beyond the shift team to the next level of production or maintenance management.	Incoming Shift Supervisor	☐

6. Quality checks

- Every handover includes a joint line walk, not a log left for the incoming operator to read alone.
- The handover log is signed by the incoming operator before the outgoing operator leaves the site.
- Open issues from the previous shift are tracked until resolved, not silently dropped.
- Safety incidents are confirmed reported through the formal process, not only passed along verbally.

7. Records

- Shift handover log
- Production log (output, scrap, downtime)
- Handover whiteboard photos or digital status
- Escalated open issue log

8. KPIs

- Percentage of handovers completed with a signed log
- Open issues carried over more than one shift
- Time lost at shift start due to unclear handover
- Safety incidents reported within the shift they occurred

9. Common mistakes

- Leaving a written log for the incoming operator instead of walking the line together.
- Not mentioning a safety near-miss because it seemed minor.
- Signing the handover log without actually reviewing every open item.
- Forgetting to communicate a rush order, delaying it by a full shift.
- Letting the same equipment issue get reported fresh every shift instead of tracking it to resolution.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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