HAND OVER THE SHIFT

Help the incoming shift pick up work with its context intact

Carry plant status, open work, abnormal conditions, safety items, staffing and photos into the handover. Current state and next action help the incoming team pick up unfinished work without rebuilding its history.

Record the handover > Read, ask and accept the handover

SkillSmith · Carry the earlier incident response into the investigation

▾ What was submitted before this task

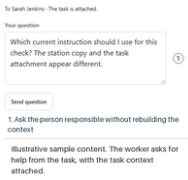
Report the incident details

When did it happen?	2026-09-25T08:00
When did the employer learn of it?	2026-09-25T08:10
Where?	Packing station 2
What happened and who was affected?	Fictional demonstration: worker injured while handling packaging.
Immediate care and actions already taken	Site response procedure followed: supervisor and EHS informed.
Outcome	Completed

SkillSmith · A recorded observation stays attached to its task



SkillSmith · Ask for help with the task attached



Carry the earlier incident response into the investigation

Pay only when you see results

Agree the outcome for your first workflow with our team.

SELECTED CLIENTS FEATURED BY SKILLSMITH

verizon · KEYSIGHT TECHNOLOGIES · AMERICAN EAGLE · Berkeley UNIVERSITY OF CALIFORNIA

YOUR TEAM / THE DECISIONS THAT MATTER

The people involved in the working method

Each role has a defined contribution. Your team selects the people responsible for those parts of the work.

Your role	The contribution	SkillSmith support
Team lead	Record the handover	Respond with abnormal conditions, open work, photos and plant status.
Receiving colleague	Read, ask and accept the handover	Respond with carried-over items, items accepted and questions.

Add the unfinished item's state and next action

In a worked example, an unresolved item is omitted because the outgoing shift is ending; add its current state and next action to the handover.

WORKED DECISION

Decision point	Information to use	Responsible next step
Working material	Handover	Open the selected material for this occurrence.
Recorded response	plant status, open work and abnormal conditions	Save the response with its work context.
Review point	staffing and photos	Agree the next action with the person responsible for this decision.

Review the selected material, this occurrence's response and any conditional follow-up.

CONNECTED WORK / PREPARED PLAYBOOKS

Hand over the shift

Bring handover into the prepared work. Team lead and Receiving colleague each receive the context needed for their part.

01 Record the handover

Record plant status, open work, abnormal conditions, safety items, staffing and photos.

02 Read, ask and accept the handover

Record items accepted, questions and carried-over items.

Prepare the useful part of the workflow

Use the prepared sequence with the resources and responsibilities selected for your team.

Hand over the shift

The outgoing lead writes down plant status, open work and abnormal conditions; the incoming lead reads, asks and accepts - so nothing is lost between shifts.

Shift handover · Assembly leads

YOUR INFORMATION / CONNECTED WORK

The materials that make this method usable

Keep the relevant material available at the point it is used. The resource choices below support different parts of the work.

Your work context > SkillSmith > Your next contribution



Handover The task uses this material	The handover log.
Open work The task uses this material	The open cases and work orders for the area, attached automatically.
Guidance The task uses this material	What a good handover covers.

YOUR DELIVERY PLAN / OUR TEAM

Prepare the first useful playbook

Start with the materials and people you already have. We help make the setup choices explicit before your team uses the method.

01 Select the working material

Choose handover from the resources your team uses.

02 Agree the responsibilities

Confirm team lead and receiving colleague for this method, then choose the people eligible to receive its work.

03 Walk through the selected route

Choose the task, eligible recipients and deadline, then walk through the actual response fields.

We are here to help



Rohit Singh
VP of Strategic Partnerships



Brent Jackson
Director of Customer Success

Prepare the method for your team

What stays with the recorded response?

The response for this occurrence retains plant status, open work, abnormal conditions, safety items, staffing and photos. It belongs to the work being reviewed, rather than replacing a different occurrence's record.

Which materials do we need to bring?

Bring handover. We use those choices to prepare the working context, then check that each task opens the material it needs.

How do people receive the prepared work?

Select the prepared task and the relevant recipients when assigning work. Making a playbook available to a group and giving a person a task are separate setup choices.

What is the outcome for the wider workflow?

Handover acknowledged by the incoming lead with carried-over items.

WHY SKILLSMITH / YOUR NEXT STEP

Bring your work; we help prepare the method

We work with your team to organize the source material, responsibilities and review choices. Start with one useful example, then carry the agreed method into everyday work.

Without connected follow-through	With SkillSmith
The next person receives an action without the preceding result.	Keep the preceding result attached when the next responsible person receives work.
A person cannot tell which contribution is ready for them.	Make ready work and its requested contribution visible in My Tasks.

Walk through this method with us

Bring one real example and the material your team uses. We will walk through the task sequence and the decision that matters to you.

- Which operating conditions and unfinished items must move with this handover?
- The resource choices for this method
- Each responsible person's response
- The conditional route and wider outcome

Request a demo

skillsmith.com/contact