50% of all operating mistakes happen in the first 30 minutes after a handover.

Why?
Because the person coming on doesn’t get the handover he or she needs.

Question: What is the most dangerous topic discussed during a shift handover?
Answer: Planned maintenance work that runs across several shifts.

“Planned maintenance work” is the handover topic most likely to cause serious injury or death when not handed over carefully.

Best Shift Handovers
Best Shift Handovers Use Two Types of Communication: Log Book + Face-to-Face Conversation

**Log Book**
NOT a blank book with handwritten notes.

Instead, best log books are visual.

The best use:
- areas maps
- checklists
- equipment icons
- diagrams of processes
- risks in color (highest to lowest)
- thumbnails of active work permits

**Face-to-Face**
NOT good enough to just leave the log book for the oncoming crew to read.

Instead, best handovers use log book together with a face-to-face conversation.

On average, face-to-face discussions clarify 3 serious misunderstandings during each handover.
Talking Points - Shift Handovers

Is this true for us:
“50% of mistakes happen in the first 30 minutes of a shift”?

Should we be worried about handing over “planned maintenance”?
“Planned maintenance running across shifts is the most dangerous handover topic.

Research shows a blank handover book with only handwritten notes is not best practice.

Can we make a new handover book that is more visual:
• icons for equipment
• maps
• thumbnails for open work permits
• colors for risk levels
....with places for handwritten notes next to each visual

Do we use a handover book INSTEAD of a face-to-face conversation?
Research shows you need both (log book + face-to-face).
3 big mistakes clarified in each face-to-face handover conversation