

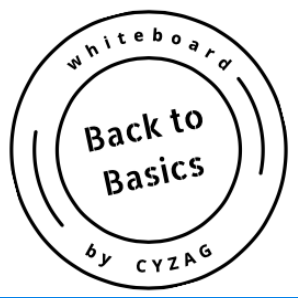


whiteboard
by CYZAG



**Is your Shift Handover
delivering safety and
efficiency?**

**Let's get back to basics of Shift
Handover**

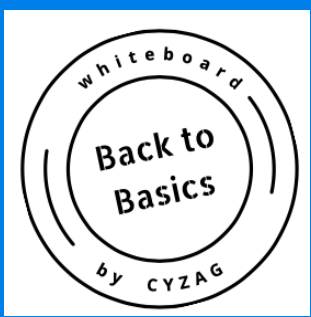


The Need

Approximately half of the incidents or accidents in the process industry can be attributed to communication errors that arise during shift handovers.

The root cause of these significant issues can be attributed to poorly written notes and/or technical **misunderstandings**.

Let's get back to basics and discuss shift handover.

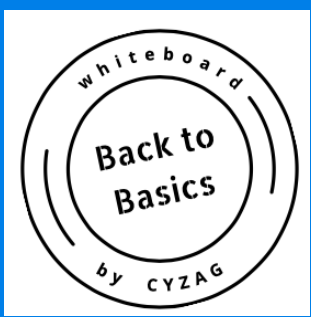


1. Why does Shift Handover matter?

Shift handover is a critical 5-15 minutes where the **transfer of understanding** (not only information and knowledge) must be precise and efficient.

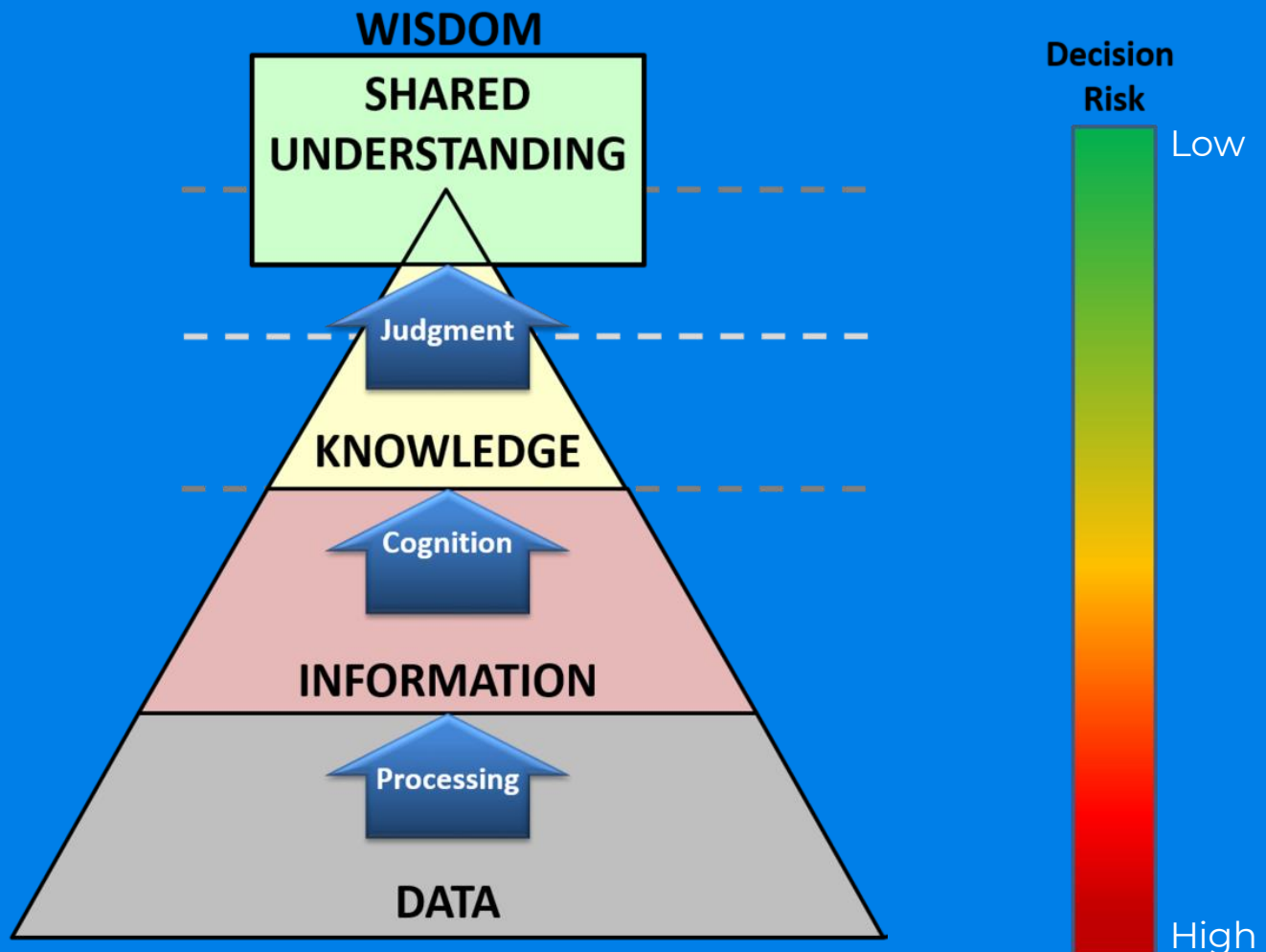
This understanding enables plant workers to make informed decisions, troubleshoot issues, and respond appropriately to unforeseen situations.

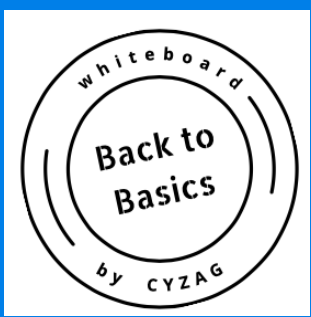
And this critical moment happens at the end of an 8-12-hour shift.



2. The underlying concept

The shift handover structure should consider the Knowledge Pyramid adaptation to decrease decision risk.

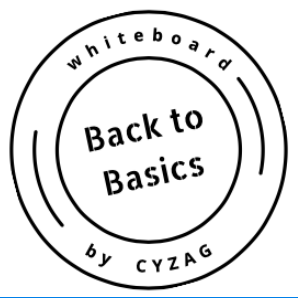




2. The underlying concept

The shift handover includes the transfer of:

1. Data: the collection of numbers.
2. Information: the meaning added to data.
3. Knowledge: the collective understanding and expertise of the operators, adding insights to factual information, gained through experience.
4. Understanding: the comprehension and interpretation of shared knowledge - it enables operators to act properly.

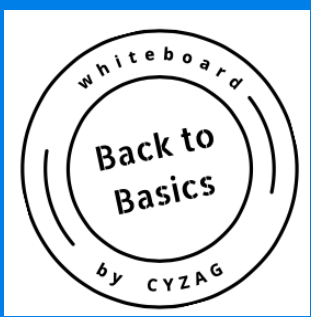


3. The three mediums

So more than data, information and knowledge, transferring understanding is key.

There are three main mediums used to **reinforce** the transfer of understanding during the shift handover:

1. Verbal - the most important medium.
2. Written – to ensure all crucial information is captured.
3. Visual aids - to create clarity of information and increase speed.

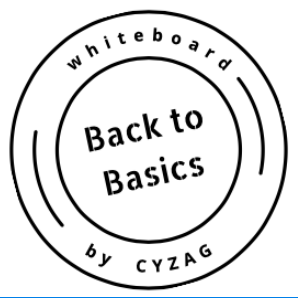


4. What to do: standardise to leverage the three mediums

Standardising shift handover can leverage the mediums and promote a seamless transition between shifts.

You can standardise:

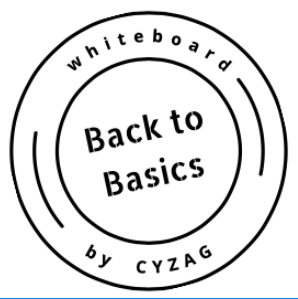
- Written communication by implementing a structured shift logbook/handover, ensuring important information is registered.
- Visual and verbal by creating a shift handover board to guide the conversation, get quick understanding and keep attention to critical topics.
- Verbal by implementing an agenda for handover reviews.



5. How to: go digital

Having a digital low-code platform enables standardisation combined with flexibility:

- Automate logging events, having all needed data available and registered in one place, with no errors.
- Have a structured digital shift logbook connected with real-time data and insights, accessible from anywhere.
- Improve visuals.
- Configure and revise the shift workbook and handover views for different users.
- Shift sign-off is electronic; all shifts' events and data are stored and auditable.



6. A practical example

The Cyzag platform supports information in written and visual formats, making the transfer of understanding efficient for different users.





Book a Personalised Demo.

Learn how to enable your people to perform a safe and efficient shift handover through digitalisation.