OPERATIONAL SYSTEMS AND WORKFLOW EXCELLENCE

Cross-Functional Handovers

A quick reference for passing work between people, roles or departments.

A handover is not complete just because something has been sent. The next step, the person responsible and the expected outcome must be clear.

The six parts of a clear handover

1. TASK	What action is needed? State exactly what the receiving person needs to do.
2. INFORMATION	What do they need? Include the required details, documents or accessible links.
3. OWNER	Who takes the next step? Identify the person or role responsible for action.
4. DEADLINE	When is it needed? Give a clear due date or agreed timeframe.
5. CONFIRMATION	Was it received and understood? Check receipt and clarify any uncertainty.
6. EVIDENCE	What record should remain? Keep the relevant email, system entry, register update or other required record.

Before you send the handover

- Have I explained the action required?
- Have I included the necessary information and supporting documents?
- Have I named the person or role responsible for the next step?
- Have I made the deadline or expected timeframe clear?
- Have I used the agreed channel or system?
- Do I know how receipt or completion will be confirmed?

Sending, receiving and completing are different

SENT	RECEIVED	COMPLETED
The information has left the sender.	The intended person or system has received it.	The required action has been carried out and, where required, confirmed.

If there is no response or the handover is delayed

1. Follow up through the agreed communication channel and refer to the original request.
2. State what is outstanding, why it matters and when a response or action is needed.
3. If the delay continues or puts work at risk, use the agreed escalation route.
4. If delays keep recurring, record the pattern and raise it through the appropriate manager or coordination meeting.

Remember: the sender is responsible for making the handoff clear; the receiving person is responsible for clarifying uncertainty and confirming the next action where needed. Each person owns their part of the process.

Use the agreed Brand Group channels, procedures, deadlines and escalation routes. This resource does not set new service levels or replace approved procedures.