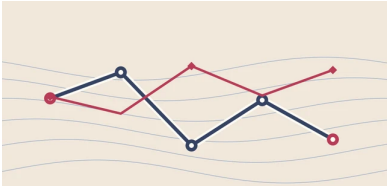
Handover failure analysis



We review ten failed handovers and provide revised checkpoints and ownership.

Who it helps

Operations directors and team managers

The problem to solve

A handover can look complete to the sender while the next team still lacks a decision or a usable file.

Working through the brief

1. **Review failed handovers**

   Gather the agreed inputs. A process owner, example cases and access to relevant staff.

2. **Identify recurring causes**

   Track “Handover case” and “Missing input or decision” together so the reviewer can connect the source information to the result.

3. **Agree revised checkpoints**

   Use the findings from ten examples to define what the receiving team should check and who must act.

4. **Check the scope at handover**

   External audit, certification, software and additional teams are separate.

Worked example

A task is marked complete before the receiving team has the attachment. Make the evidence of receipt part of the handover.

Read the service scope / OPS-004

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