

	RESOURCE LIBRARY - TECHNICAL SERVICES Shift Handover Procedure	<i>CODE:</i> 07.01.024
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Purpose:

目的

Make sure that the work contents and statements of all shift teams have been handed over concretely for quality service to Guests.

确保各班间的工作内容及工作情况完整无误的交接，从而保证对客服务质量。

Policy:

政策

Make record, operate and maintain equipments. The associates should finish the work arranged by leaders based on job description.

做好交接记录, 进行设备运行、故障检修; 执行岗位责任制服从分配, 完成上级指派的其他工作。

Procedure:

程序

1. The procedure of handover

交接班的基本制度

- 1.1 The succession personnel should prepare 15 minutes in advance, and wear uniform and take badge to appointed place for handover work.

接班人员必须提前15分钟作好接班的准备工作, 并穿好工作服, 佩戴好名牌定点交接班;

- 1.2 The shift associates should be on duty based on duty roster, and not change without leaders' approval. But they can change shifts with approval by leader for emergency.

各机房应按既定值班方式进行值班, 未经上级领导同意不得任意改变, 遇有特殊情况, 须经上级领导批准方可倒班或替班;

- 1.3 The associates should take over shifts in time without drink and good mental state. If they do not take over shifts in time, they would report to shiftleaders or over.

各机房应按规定时间进行交接班, 接班前不准喝酒, 保持饱满的精神状态, 因故晚来者亦应履行交接班手续。若接班人员未到或未按时进行接班时, 应报主管以上人员决定;

- 1.4 The shift personnel should take over all work, file the log, and explain to the succession about details of operation statement and special items.

交接班人工作必须做到交接两清, 值班人必须填写日志, 并做到详细介绍说明本班次设备运行情况 and 特殊事项, 接班人员应认真听取;

- 1.5 The succession should read shift record and relevant notices for acknowledge the operation statement of last shift. The contents and record should be clear and complete.

接班人员要仔细阅读交接记录和有关通知单, 详细了解上一班设备运行的情况, 对不清楚的问题一定要向交班者问清楚, 交班者要主动和接班者交底, 交班记录要详细完整;

- 1.6 The succession personnel should sign after handing over record, tools, keys, workplace hygiene and operation statement of all equipments.

交班人员要对接班人员负责, 交接记录、交接工具、交接钥匙、交接场所卫生、交接设备运行

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动态，双方签字完成交接工作；

- 1.7 The acceptance associate should coordinate with the shift personnel to deal with the fault happening in handing over time. Then the shift personnel should report to Engineer and leave after approval.
如果在交班时突然发生故障，或正在处理事故时应以交班人员为主排除，接班人员积极配合，待处理完毕或告一段落，报告工程师，征得同意后交班人员方可离去，其交班者延长的工作时间视事故报告分析再做决定；
- 1.8 The engineer should investigate the reason and deal with absent associate without reason or not work in time based on staff manual. And praise the overtime shift and give compensation according to actual statement.
离岗者按旷工处理，发生的一切问题由交班者负责。接班者不按时接班，工程师要追查原因，视具体情节参照员工手册做出处理，交班者延长的工作时间除公布表扬外，视实际情况并给予一定的补偿；
- 1.9 The shift personnel should sign on log after inspection to all equipments in machine room.
接班人员对机房各项设备检查后确认无任何问题，双方在记录本上签字，交接班方可结束。

2. The handover contents

交接内容

- 2.1 The operation statement of equipments in machine room, change and abnormal conditions of equipment.
所辖机房设备运行情况，设备的变更和异常情况的处理；
- 2.2 Restoration statement of equipments.
设备的修复情况；
- 2.3 Development statement about extension and modification.
扩建和改进工作的进展情况；
- 2.4 Inspect faults on site and deal with the problems.
巡视发现的缺陷处理情况以及本值班自行完成的维护工作；
- 2.5 Sign, issue and finish statement about maintenance work list.
工作单的签发、完成情况；
- 2.6 Inspect all records and skill files in machine rooms.
审查各机房记录，技术资料；
- 2.7 Regulations, finish statement of work arranged by leaders and implementation of safe policy.
规程制度，上级交办的工作完成情况，安全制度执行情况；
- 2.8 Usage state of tools and keys.
工具及钥匙的使用情况；
- 2.9 Equipments' cleaning and workplaces' hygiene.
设备清扫，环境卫生。