

WORKFLOW IMPROVEMENT / FILLABLE AUDIT

Workflow Handoff Audit Sheet

Make the next action, owner and evidence clear before work moves on. Start with one handoff that creates repeat questions, rework or waiting.

01 Choose the handoff

Describe the work moving, not the whole project. Name the trigger, identify the next decision, record its evidence, make one owner explicit and plan the exception path.

Fill the shaded fields in a PDF reader that supports forms, or print and write. Save a copy, close it and reopen it to check your entries. Keep answers brief; use a separate sheet for more detail. Do not enter passwords or other secrets.

Workflow or process

Audit owner

Audit date - DD/MM/YYYY

Review point - when or at what stage will you review the handoff?

Handoff to examine - what is moving, from whom and to whom?

Why this handoff? Describe observed waiting, rework or repeated questions.

A useful handoff has a named trigger, a next owner, a clear decision, a source of truth and an exception path. Reference authorised records; avoid copying sensitive information into this audit.

WORKFLOW IMPROVEMENT / REPEATABLE AUDIT RECORD

Audit one transfer

Use one record per transfer of work, information or decision. Copy this page for further handoffs and number the records.

02 Make the route explicit

Record number

Next owner - person or role

Handoff and trigger - what is moving, and what tells the owner it is ready?

Decision or action - what must they do, and what counts as complete?

Source of truth - name the current record and its usable location or reference.

Exception and review - what if information or the owner is missing? Who resolves it?

Can the next owner act without chasing context, guessing the decision, or relying on a private message?

☐ Yes ☐ Not yet ☐ Uncertain

Evidence for the answer, any gap and the smallest change needed

WORKFLOW IMPROVEMENT / FICTIONAL WORKED EXAMPLE

An internal guide handoff

This invented example is not a client result or approval to publish. The route below is intended; the finding identifies what the original task was missing.

03 From editing to review

Handoff and trigger	The editor finishes a routine internal guide, marks the shared task Ready for review and links the current version.
Next owner	The operations lead accepts the review task.
Decision or action	Check the agreed steps, owner and exception route. Record Ready for internal use or the changes needed in the shared task. Silence does not mean acceptance.
Source of truth	The current guide, review comments and decision are linked from the shared task. An older private-message attachment is not the current version.
Exception and review	Return missing links or access issues to the editor in the shared task. If the lead is unavailable, the coordinator assigns an available reviewer before continuing. Check progress at the next team review.
Audit finding	Not yet. The original task did not identify the current version or the decision the reviewer needed to record.
Smallest useful change	Add the current-version link and the requested review decision to the handoff.

Evidence to check next time: can the reviewer open the right draft, record the decision and use the exception route without chasing a private message? Observe the next handoff; do not assume that the proposed change has worked.

WORKFLOW IMPROVEMENT / DECISION AND FOLLOW-THROUGH

Choose and verify one change

Use the audit evidence to make one practical change before adding more process. Choose the greatest observed cost in waiting, rework or effort.

04 Improve the next transfer

Most expensive unclear handoff - describe the observed cost or consequence.

What makes it unclear, and what is the smallest useful change?

Owner

Review date - DD/MM/YYYY

Evidence that the change worked - first state what you will check.

At review - what did you observe, and where is the evidence?

Review decision

- ☐ Keep the change
- ☐ Adjust and check again
- ☐ Stop and reconsider

Next action - unresolved issue and who will handle it

Do not invent a monetary estimate. Make the next handoff easier to accept, review and recover. A completed sheet is a starting point for observing the work, not proof that the problem is solved.