ARTIFACT 4

Handoff SLA

One seam. One owner. One clock. Three signatures. Pilot smaller than the company.

Seam	*From [team / stage] → To [team / stage]*
Execution owner	*[one name]*
Standard owner (referee)	*[one name]*
Entry criteria	*What must be true to pass. Observable. Not "good fit."*
Required fields (max 5)	*1. 2. 3. 4. 5.*
SLA clock	*Accepted / actioned within [ ] hours of passing the seam.*
Escalation	*After the clock: to [name / role]. Then to sponsor.*
Success metric (30 days)	*One number. Example: % accepted on time, or % with complete fields.*
Pilot scope	*One segment / region / lead source — not the whole company.*
Exceptions	*Who may grant. What must still be recorded. Unwritten exception = no process.*
Start / review	*Start [date] 30-day review [date]*

Signatures — this seam is now policy for the pilot

Role	Name / signature	Date
Sending side of the seam		
Receiving side of the seam		
Referee		