

## CASE 2: Design of operational management model for desalinated water

### — Business opportunity:

Our customer needed to develop an operation model for managing the desalinated water supply (BOOT). The model needed to ensure compliance with the service objectives and benefits, minimizing risks without affecting operations or continuity of the copper concentration plant.

### Solution:

Vantaz undertook the complete design project and plan to implement technologies, processes and organizational changes. The main points were:

- Design of an operations management model based on management with ad-hoc components for the mining business
- Incorporate BOOT contract definitions and consider the opinions of stakeholders to guarantee supply
- Develop mechanisms to take responsibility for the “BOOT contract vulnerabilities”
- Create and implement a change management plan in the model



### Results:

- Standardisation of a continental management model and water desalination that ensures the supply and costs for the business (water and power)
- Definition of governance for the management model based on specialisations and scope of action
- Definition of functional requirements for the operational supply, control, and performance of the contractor
- Construction and application of a change management strategy to integrate teams from different areas (public utilities, operations, process planning, and control)