

CASE 4: Implementation of mine operations dispatch system

Business opportunity:

The VP of Mine Operations of an important company is in the process of renovating its mine operations dispatch system (fleet of trucks, shovels, and support equipment) and high-precision control in the drilling and extraction equipment. This implies technologies that impact more than 2,000 operators and supervisors who work in the operation's two pits.

Solution:

Through an organisational change methodology, Vantaz developed new functions and processes that strengthen the technological adoption by mining operations:

- Design of a change management strategy for the implementation of the high-precision and dispatch system Study of organisational risks and impacts
- Definition of a new way of organising the project in its interface with users
- Structuring the project's communications, training, and results metrics system
- Implementation of actions related to executive alignment, mass communications, training, formation of site champions, and assessment of progress in change management
- Documentation of the entire system of technical improvements to leave a maintenance and support system in place for regular operations, which include over 2,000 people



Results:

- Implementation concluded with acceptance of the solution among operational leaders, operators, and dispatch engineers
- Report of results of implementation with success cases in mine operations