

04 | Case Study

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.