

MINING: Bitchumin Open Pit

Orchestrating Change Management for Big Returns

The Challenge

A large operator mining bitumen located in the Tar Sands of western Canada was experiencing underperformance across their operations and missing targets and knew that they required an outside perspective to help them meet their strategic and financial goals.

What We Did

Conducted an analysis across there main operational sites where the mining of raw material was performed and processed into a slurry to be piped to their refinery 40km away. A cross shift, cross department study conducted over several days identified off schedule events from planning to processing that was impacting the organization from executing the mine plan and attaining targets in all areas along the value chain .

Starting with planning we worked with the team to set the mine plan and then maintain its integrity. Removed maintenance barriers and trained Shovel and Hauler operators to work cohesively with dispatch to maintain the orchestration of flow to the crusher. Identified and removed barriers effecting pit supervisors and trained them on controlling the operation and recover from deviations to the plan. Worked with all dept. leader to develop processes and procedures, implement systems and train personnel across the organization and all shifts for a end to end operational implementation which dramatically increased attainment of performance and financial goals.

The Result

- Organizational effectiveness and key metric attainment jumped. Tonnes processed went from 500k to over 1.3M tonnes processed, a 160% increase.
- Maintenance related delays reduced by 38% ,
- Overall ROI was a staggering 12:1

