

## CASE STUDY

# COST & PRODUCTIVITY PROGRAM IMPLEMENTATION Australian Gold Operation

### Objective

Xenco was engaged to deliver an implementation program following a review diagnostic they previously conducted. The program had three key objectives:

- 1) Drive and support the progression of prioritised recommendations identified in the diagnostic
- 2) Establish an adequate and sustainable system for managing improvement of projects
- 3) Improve existing operational performance management systems

Xenco supplied experienced resources to support the operation and facilitate the improvement process.

### The Challenges

- Previous improvement projects were managed via an excel spreadsheet with limited information
- No clear roles and responsibilities in delivering project value
- Operational review meeting ineffective at anticipating and addressing systematic problems
- Consolidation of Improvement Portfolio value was inaccurate and unascertainable

## AT A GLANCE

### Challenges

- Limited project tracking and management capabilities
- Lack of clarity surrounding roles and responsibilities
- Review meetings inefficient in identifying issues

### Benefits

- Streamlined operations due to standardization and integration across departments
- Increased value realisation
- Increased focus on KPIs
- Enhanced data accessibility

Xenco is a multi-disciplined, specialist service group that delivers executive and operational level support to businesses seeking significant improvements in productivity, efficiencies and company profitability.

### Contact us

**Xenco**  
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## Our Approach

Our team developed and embedded several processes and tools across the client's teams and departments to improve the way improvement initiatives were managed and executed. Our team delivered work across two streams.

### Managing Improvement System



#### Standardisation

Developed a Business Improvement Playbook to guide the valuation, delivery, realisation, and reporting of improvement opportunities internally and at group level.



#### Project Management

An Initiative Workbook was developed to effectively manage key improvement initiatives, and to facilitate the transformation of ideas into realised value.



#### Improvement Portfolio

All improvement initiatives were consolidated and prioritised based on their potential impact and required effort.



#### Technical Support

Technical Expertise was requested to support progression of the Commercial Initiatives.

### Visualising and Managing Performance

We implemented performance management routines centred around structured, formal, and regular conversations between a leader and the team of direct reports to discuss performance around a board. This involved:



Visual Performance Centre (VPC) and Performance Dialogue Tools.



A centralised database serving as the sole source of truth, defining clear ownership and accountability for governance and data entry requirements.

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## Our Results

Our team successfully supported operational maturation, enabling improved decision-making. Key project improvements include:

- Enhanced standardisation and integration across the organisational levels and operational/functional departments.
- The Improvement Portfolio is in a healthy state with significant potential benefits carrying over to FY25 (\$27M+ un-risked; \$13M risked).
- Established processes and systems to support value realization.
- Better focus and visibility of KPIs and maturing conversations.
- Better accessibility and transparency of data.



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