

CASE STUDY

UNDERGROUND DEVELOPMENT Australian Hard Rock Mine

Objective

Xenco was engaged to review and address operational shortfalls that resulted in the client not meeting budget development production metres. Our team was tasked to ensure production improved and disciplined processes were implemented across their Management Operating Systems (MOS) to increase operational time.

The Challenges

There were several key issues the team were faced with.

- Old infrastructure
- Machine availability
- Scheduling work area availability
- Power outages
- Groundwater flooding
- Inefficient pre-shift meetings were cutting into productivity
- Workflow bottlenecks due to inefficient processes for signatures and paperwork
- Lack of documentation being recorded and filed

AT A GLANCE

Challenges

- Old infrastructure
- Machine & work area availability
- Power outages
- Inefficient meeting structure
- Workflow bottlenecks

Benefits

- **20% increase** in development meters
- **One hour** in daily production gain
- Plan adherence **increased 15%** in the last 3 months
- Greater accountability – also supporting improved safety
- Autonomous production drilling between shift changes introduced

Contact us

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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.

Our Approach

Our team prioritised two key areas for improvement: supervisor accountability and operational reliability. By strengthening supervisor accountability, we established clearer expectations and enhanced oversight, leading to more disciplined daily operations. Through improved meeting protocols and a heightened sense of urgency in task execution, this structured approach directly contributed to increased operational reliability.

Focus Areas



- The supervisory structure was modified to create more dedicated time for each area and improved accountability.
- Process improvement initiatives were implemented in Development to reduce cycle time.
- Process improvements implemented in Stope Production mining stream.
- Streamlining cycle times and extending drilling and blasting from 3.3 to 4 meters per cycle.

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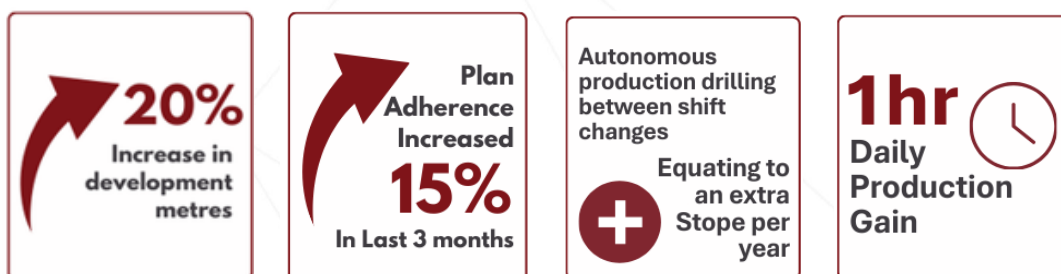
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Our Result

Within just six months, our team significantly increased the rolling average of weekly development metres. In CY2023, the client achieved their **highest production tonnage** since 1989 – a milestone result.

By implementing targeted improvement processes, our team also increased the number of available development sites, enhancing overall operational efficiency. These improvements laid the groundwork for continued progress, with a focused goal of achieving budget in the new operational year.

Through implementing disciplined routines and operational practices, we successfully reduced result volatility and delivered:



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