

CASE STUDY

MINE IMPROVEMENT Complex Underground Mine

Objective

Xenco was engaged to support a large gold producer in improving the operational performance of its largest underground operation by implementing a tailored, site-wide management operating system (MOS).

The objective was to align departments and key contractors to a unified approach that enabled effective planning, enhanced transparency of performance, and embedded a culture of continuous improvement across all levels of the operation.

The Challenges

The operation faced several complex challenges that limited performance and consistency across the site:

- Fragmented planning processes across departments and contractors, leading to misaligned priorities.
- Lack of a unified management system to drive consistent execution and accountability.
- Limited visibility over value chain performance, hindering timely decision-making.
- Variability in operational processes due to inconsistent application of planning and execution standards.
- Gaps in leadership engagement and capability to drive behavioural change at the frontline.
- Difficulty integrating the principal contractor into the site's broader performance improvement efforts.

AT A GLANCE

Challenges

- Fragmented planning across departments and contractors
- Absence of a unified management system
- Limited visibility into value chain performance
- Variability in operations due to inconsistent standards
- Gaps in frontline leadership engagement

Benefits

- **Increased transparency** for faster, more informed decisions
- Aligned teams and contractors on business goals
- Improved operational consistency
- Stronger leadership and accountability

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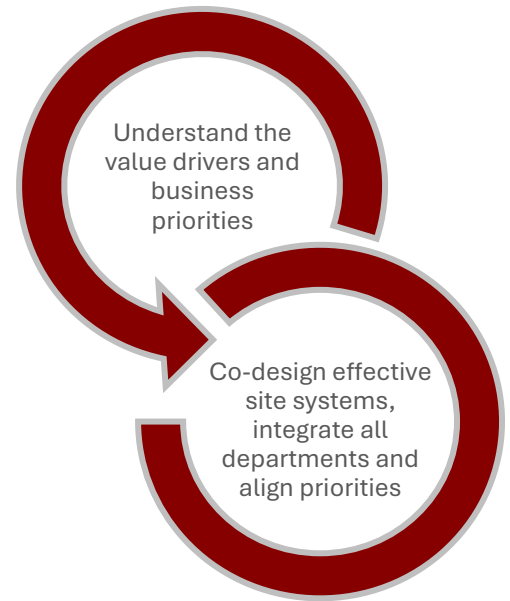
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Xenco is a multi-disciplined, specialist service group that delivers executive and operational level support to businesses seeking significant improvements in productivity, efficiencies and company profitability.

Our Approach

To address the operational challenges, Xenco mobilised a highly experienced team to assess the site, identify key value drivers, and develop a tailored implementation plan focused on delivering high-impact improvements.

Key value drivers were quickly identified to guide a practical, disciplined implementation. The rollout balanced system integration with behavioural change, ensuring effective planning, consistent execution, and clear accountability. A coaching-led approach fostered rapid leadership engagement, alignment, and commitment.



Key steps in our approach included:



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Our Results

Our pragmatic, effective solutions and direct engagement and coaching with front line leaders allowed rapid integration of the principal contractor, improved transparency over the performance of the value chain, identified clear accountability for improvement actions and reduced the variability of out-of-control operational processes.

Some **key benefits** were:



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