

## CASE STUDY

# MINE TURNAROUND

## Underground Coal

### Objective

Xenco was engaged to enhance the operational performance of the client's largest underground coal mine by addressing key inefficiencies and variability in production. Our team aimed to deliver rapid and sustainable improvements that would not only increase production but also minimise downstream business risks.

### The Challenges

The transformation of the underground coal mine's performance required overcoming several critical challenges, including:

- Inconsistent coal clearance and logistics processes led to production inefficiencies and unpredictable output.
- Existing systems did not effectively support proactive decision-making, leading to delays and reactive problem-solving.
- Ensuring teams were fully committed to change required a structured approach to coaching and collaboration.
- Unstable production posed a risk to the broader business, requiring urgent intervention.
- The client required swift mobilisation of the Xenco team and immediate action to stabilise operations.

## AT A GLANCE

### Challenges

- Production inefficiencies and unpredictability.
- Lack of Robust Planning & Work Management.
- Risk of Downstream Business Impacts.
- Need for rapid implementation of solutions.

### Benefits

- Production of safe tonnes increased by **40%** in 3 months.
- Stabilised operational performance.
- Improved planning and work management systems.
- End-to-end process optimisation.
- Minimised business risk.

### Contact us

Xenco  
Support@xencoservices.com  
1300 936 261 | xencoservices.com

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

Xenco deployed a team of industry experts with deep, hands-on experience in underground coal mining and operational transformation. Our approach was structured, results-driven, and focused on delivering **immediate and sustainable improvements**:



### Rapid Situation Analysis

Conducted a thorough assessment to identify key operational bottlenecks and improvement opportunities.



### Disciplined Improvement Plan

Developed a structured plan with clear, actionable initiatives, governed by a robust Project Management Office (PMO) framework.



### Stabilised Operational Performance

Focused on eliminating uncontrolled variability in coal clearance and logistics processes to enhance production consistency.



### Enhanced Management Systems

Implemented improved planning and work management systems to drive efficiency and long-term stability.



### Improved Leadership

Improved leadership at all levels through a collaborative, hands-on coaching approach, ensuring ownership of the transformation.

## Our Results

Through Xenco's hands-on, solutions-driven approach, the mine achieved a rapid and sustainable turnaround in operational performance. Key outcomes included:

### Improved Production

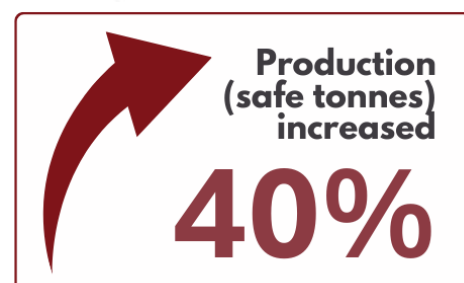
Production output improved significantly, with a 40% increase in safe tonnes produced within 3 months, demonstrating both efficiency gains and enhanced operational control.

### Stabilised Operations

Out-of-control variability in coal clearance and logistics was significantly reduced, restoring consistency in production.

### Improved Planning & Control

Work management and planning systems regained effectiveness, enabling proactive decision-making and smoother execution.



## Contact us

Xenco  
Support@xencoservices.com  
1300 936 261 | xencoservices.com

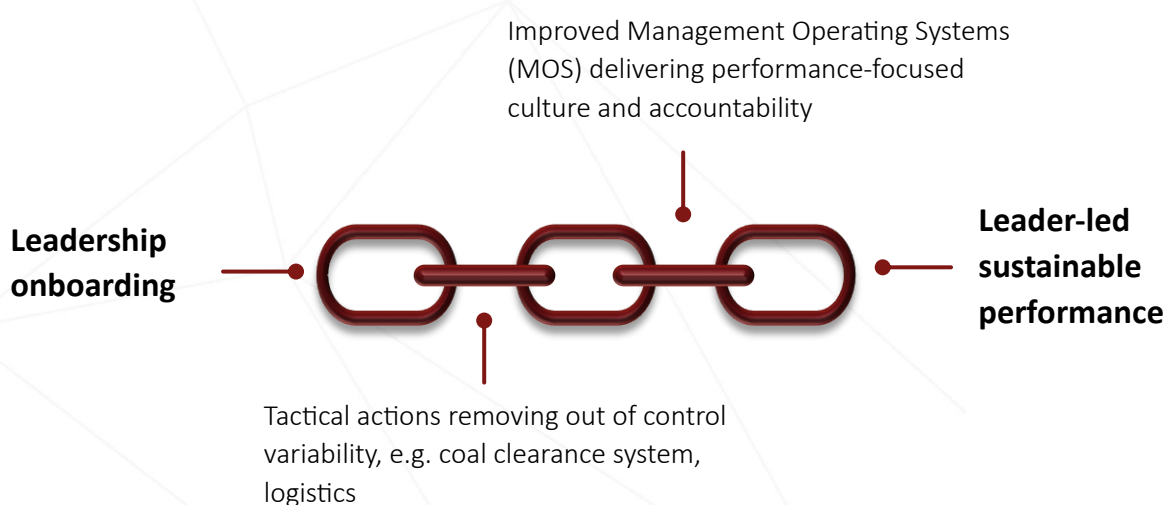
Xenco is a multi-disciplined, specialist service group that delivers executive and operational level support to businesses seeking significant improvements in productivity, efficiencies and company profitability.

## End-to-End Operational Improvements

A comprehensive approach addressed inefficiencies across the entire operation, creating a foundation for long-term success.

## Improved Decision-Making

The implementation of expert coaching and support tools empowered leaders with clearer insights and more effective decision-making capabilities.



## Contact us

Xenco  
Support@xencoservices.com  
1300 936 261 | xencoservices.com

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.