

Vix Resources Case Study:

Mining Consultancy

Providing bespoke knowledge and support for
a prominent Queensland Mining Company.

/ Location

Bowen Basin,
Queensland

/ Project Scale

- 7 Australian mines
- Australia's largest coal producer and supplier of seaborne metallurgical coal
- Operation of Coal Terminal

VIX
RESOURCES

Who are they?

Our client is Australia's largest coal producer and supplier of seaborne metallurgical coal. They operate seven mines in the coal-rich Bowen Basin of Central Queensland, as well as the Hay Point Coal Terminal near Mackay.

Why was Vix Resources involved?

As FIFO logistics specialists, we are often approached by large scale organisations who are looking to optimise their workforce and processes.

Our extensive experience in the mining and resources sector means that we are able to provide valuable advice and support to these businesses on a consultancy basis. When we combine our experts with our progressive technology, we can help organisations tackle complex challenges, access valuable data, improve clarity and reduce costs.

Vix Resources were enlisted to improve logistics by providing bespoke knowledge and educational support programs designed for each area of our clients organisation.

We utilised our **SAM Workforce Management Solution**, an exclusive tool designed to help businesses manage their workforce and logistics more effectively.

What were their challenges?

Integrating new systems with existing operations, across all areas of:

Booking Management

- Fiscal approvals
- Short range and long range forecasting
- Key Performance Indicators and team structures
- Quality assurance
- Handling procedures

Room and Cleaning Management

- Room assignments based on contractual entitlements
- Efficiencies in process
- KPI target management
- Cleaning
- Issue resolution
- Alignment with operational structures

Travel and Journey Management

Integrate Contract Journey Management plan with accommodation and travel rosters that:

- Minimise accommodation wastage
- Meet legal, contractual and fatigue management agreements
- Are easy to understand, use and manage

General transparency. Auditing and KPI measurement and reporting against:

- Booking and travel behaviours
- Booking discrepancies
- Flight and accommodation utilisation, with accommodation utilisation targets at 80% for villages owned by the client, and 100% for contracted third party villages.





How has Vix Res has helped?

Audits

We performed various site and operational audits to develop detailed recommendations, including:

- Management and Detailed Findings Report (with both a summary and comprehensive review)
- Gap Analysis

We then provided Process and System Recommendations to address the challenges presented in the audits.

We provided education of our SAM Workforce solutions to team members, including:

- Booking and Travel Teams at the Brisbane Head Office
- Village Operations Teams
- Service Provider Teams

We developed customised solutions for challenges

By concentrating our focus on the unique needs and processes of this mining operation, we were able to develop unique and tailored solutions customised for their workplace and objectives.

We enhanced processes and systems

We implemented enhancements to current processes and systems that are more streamlined and better understood by team members. We also implemented closer alignment between business systems, needs and expectations.

We 'Trained the Trainer'

By working closely with the individuals responsible for training teams in this company, we can pass on our knowledge and best practice experience, ensuring trainers are able to manage locations and workers more efficiently in the long term.

We implemented continuous Improvement Initiatives:

Booking discrepancy management and reconciliation

- Data QA and housekeeping
- Process efficiencies whilst maintaining quality outputs
- Statistical analysis used to resolve operational challenges surrounding accommodation utilisation and Journey Plan logistics
- Integrated Asset Management and Journey Management programs

We enriched the user experience

By customising the solutions, implementing processes & systems and of course educating the users the end user experience is enhanced. By continuing to work closely with our client we will continue to enrich the user experience as the product develops.

Positive outcomes for client.

Efficiency & Visibility

We enabled our client to develop better visibility, so that they can tackle inefficiencies, explore new opportunities and make cost reductions.

Clarity & Control

We gave our client a clear overview of their systems, with the tools to view and understand their data in order to improve decision making.

Well Documented Processes

Particularly for large mining companies, well-documented internal processes are integral to the longevity and structure of the business. We helped our client build thorough documentation that can be used by current and future employees.

Streamline & Simplify

By utilising our technology and expertise to bring efficiencies & visibility to the forefront with well documented processes, they have gained clarity and control which has allowed our client to simplify their systems and streamline the workload for many departments.

