

# OPERATIONAL IMPROVEMENT

*Whole Of Mine*



### CLIENT

Underground Coal Mine



### LOCATION AND TIMING

Queensland | 2023 - ongoing

## OBJECTIVE

Core Crew was engaged to drive operational improvements for an underground coal operation. Our objective was to implement a proven system of work to eliminate variability in daily operations, while leveraging the expertise of the Xenco group to drive targeted improvement initiatives beyond routine activities.

Our approach prioritised long-term improvements that align with broader business objectives and actively supported the local community.

## AT A GLANCE

### CHALLENGES

- Operational inexperience & skill gaps
- Staff shortages and lengthy recruitment

### RESULTS

- Improved commercial outcomes
- Reduced production volatility
- Increased daily tonnage
- Increased daily production metres
- Disciplined routines established
- Skilled and competent workforce

## THE CHALLENGES

Our team faced several challenges onsite in their efforts to meet client requirements.

- **Operational Inexperience** | The site faced challenges due to the absence of established Management Operating Systems (MOS) and consistent routines. Additionally, the workforce lacked the experience needed to execute efficient and effective day-to-day operations.
- **Skill gaps** | The operators required tailored site-specific training, while the broader workforce needed upskilling to address ongoing recruitment challenges.
- **Staff shortages** | Recruitment practices led to delays in hiring personnel, further compounding operational challenges.

### Client Testimonial

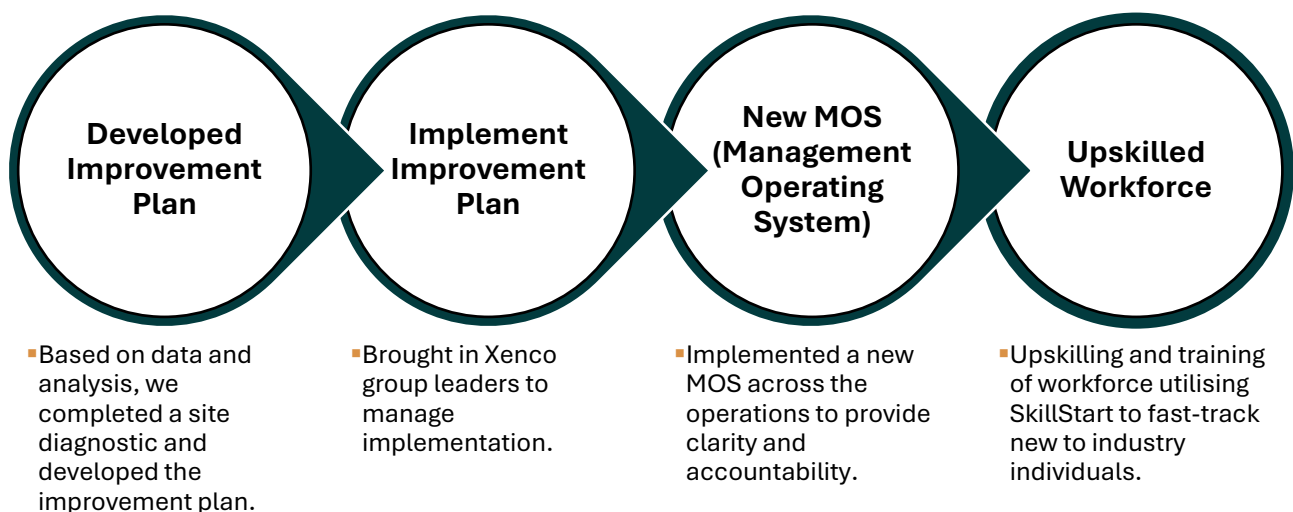
Core Crew's leadership has played a pivotal role in setting new production records for our site and successfully commencing production expansions. Their expertise and commitment to safety, culture, and community are laying a strong foundation for our continued success.

- Management

## OUR APPROACH

Core Crew worked with our partners Xenco Services on a 2 phased approach focusing on operational management and improvement initiatives.

Steps we took included:

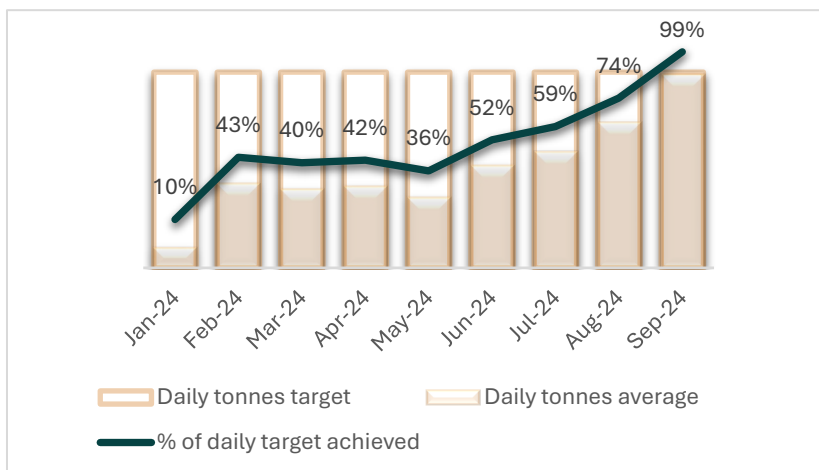


## THE RESULTS

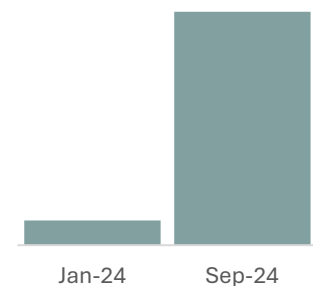
Through targeted interventions and a workforce overhaul, we significantly improved site performance, driving measurable production growth with an increase in average daily production.

### Key outcomes were:

- Increased daily average production by 9.5x
- Reduced production volatility
- Build a skilled and competent workforce



In 8 months, daily average production increased **9.5x**



This success highlights our ability to transform underperforming operations into high-performing assets through structured change and focused operational management.