

# Implementation of a Management Operating System at the Telfer Underground Gold Mine

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## ABSTRACT

Implementation of a well planned and executed Management Operating System (MOS) can result in wide spread improvements to operational performance but its success relies heavily on the investment by and engagement of the larger workforce with the project. Over the seven month period of the Telfer MOS project, significant improvements were achieved; a 20% increase in monthly hoisted tonnes from the open stope and sub level cave operations and a 45% increase in square metres of ore extracted from the narrow vein operation.

The Telfer MOS was undertaken with the view that the project wasn't solely about producing new tools, it hinged on the investment and behaviours of the personnel affected by these tools and alterations. To ensure that the project ran smoothly, the Byrnegut senior leadership team and their operators were heavily involved in the project's development.

The initial stage of Telfer's MOS project determined that the quality and accuracy of the information received in the form of radio calls to mine control and completed operator plods was questionable. This required an overhaul of the data collection and verification process in the form of altered operator plods which was then cross referenced with the operator's radio calls to mine control.

Once the data collection and verification process was implemented, the Telfer team was then able to produce a number of tools with the aim of providing visibility to the data being captured and its implications. These tools allowed the foremen to determine whether equipment was being under-utilised and where they should focus their production efforts to meet monthly targets.

Whilst the initial underground project is now complete, the implementation of MOS across the entire site is ongoing with significant operating improvements occurring.