

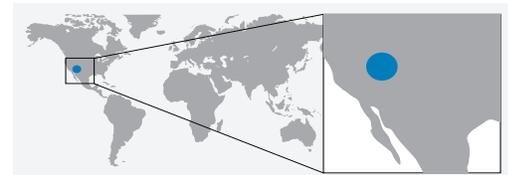


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Case Study: Mining

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Check-6's Performance Coaching program greatly accelerates mining company's efficiency by enhancing the collaborative relationship between production operations and mobile maintenance.



Region: Nevada, United States

Mine Type: Underground

Challenge:

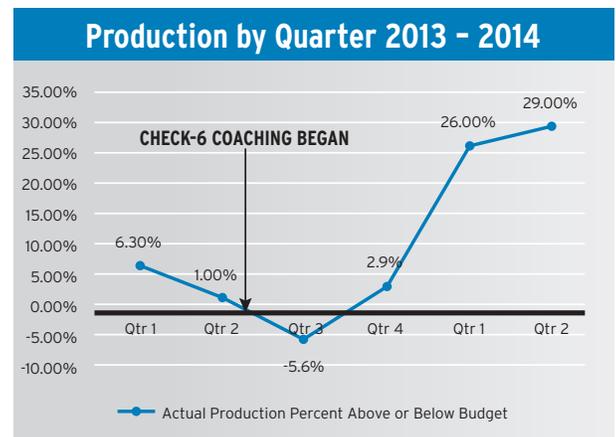
A major mining company saw its production fall sharply in the first three quarters of 2013. Poor communication and coordination resulted in finger pointing for equipment breakdowns, late equipment drop offs, and incomplete repairs – often leaving a belief the “other shop” purposely made decisions causing their own work to be more difficult. Both sections made decisions for the good of their particular shop verses coordinating together on the best decision to meet short- and long-term production needs.

Actions:

Check-6 Coaches trained leaders and crews on an aviation-based brief and debrief culture in conjunction with first and second level leadership engagement. Concurrent hands-on leadership coaching underground at the mine complemented existing company leadership development programs. Personal interaction with both operations and maintenance crews in their work environments reinforced debriefing techniques, resulting in continuous improvement discussions. Check-6 Coaches facilitated daily debriefs between both operations and mobile maintenance supervisors enabling them to share improvements, adjust priorities, and reduce operations and maintenance tensions. Supervisor engagement across all four shifts ensured continuity and shifts rapidly solidified a common debrief approach.

Case Benefits:

- More confident and capable leaders through personalized hands on coaching
- Improved daily communication and problem solving based on debrief protocols
- Higher daily production from teamwork with a coordinated focused effort



Check-6's immediate impact improved information flow and leadership which reversed the downward trend quickly resulting in significant production increases

Process Applications:

- Physical excavation of raw material through underground or surface mines
- All forms of crushing, physical and chemical processing to extracted the natural resources
- Final refinement, foundry process, or manufacturing of resulting metals

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Results:

- First Line Supervisors implemented the brief and debrief techniques in concert with end of shift debriefings between Production Operations and Mobile Maintenance Supervisors.
- Daily “lessons learned” identified during debriefs were shared with senior leadership for consideration to be implemented as normal processes.
- Continuous improvements were a direct result of crews identifying what worked well, what could have worked better, and what to do differently moving forward.
- Improved communication and coordination between both operations and maintenance.
- Significantly more effective engagement of all supervisors during the daily morning production meeting by focusing the team’s efforts on daily priorities.

Key Capabilities:

The Check-6 Performance Excellence Site Training Program provides crew members training, mentoring, and coaching on the fundamentals of operating in a high-risk/high-reliability environment through on-site instruction and team building with a curriculum that targets the three most important factors that drive operational performance and compliance:

- Team Behaviors / Crew Resource Management
- Standardized Process
- Leadership

Planned Based Execution Continuous Improvement Process:

Effective planning:

We teach the basics of not only planning a task, but how to plan a pre-job brief for the task.

Communicate the plan via standardized brief:

We teach communication skills, briefing techniques, and methods to get the entire crew involved in the process.

Efficient use of execution controls:

We teach the crew about the effects of Human Factors on task execution, how to assess and manage change and unplanned hazards, maintaining situational awareness, effective team communication and decision making, task-level leadership, and proper supervision.

Conducting thorough debriefs:

We teach how to assess the effectiveness of the plan, briefing, and execution phases by asking the questions: What went right? What went wrong? How can we do it better next time?

IMPACT
increased productivity



- ✓ **Immediate 2.9% production increase Qtr 4 2013; value of \$3.1M**
- ✓ **Mine Leadership directly attributed the success to the increased efficiency from Check-6 protocols and culture change**
- ✓ **Check-6 coached 2 additional sections in 2014. Result - Highest Annual production in 5 years!**

Check-6 International delivers tailored solutions to high hazard, high consequence industries (oil and gas, mining, refineries, manufacturing, and construction) to reduce risk, lower costs, and improve efficiency and safety. Check-6 has taken the best practices and lessons learned from military and commercial aviation, and developed a suite of products and services that improve leadership and team performance, enhance training and competency, and ensure procedural discipline & compliance.



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