

# Readiness Effectiveness Alignment

**Cost Control**

**Productivity**

**Performance**

**Risk Management**

**Process Standardisation**

*Delivering measurable results globally*

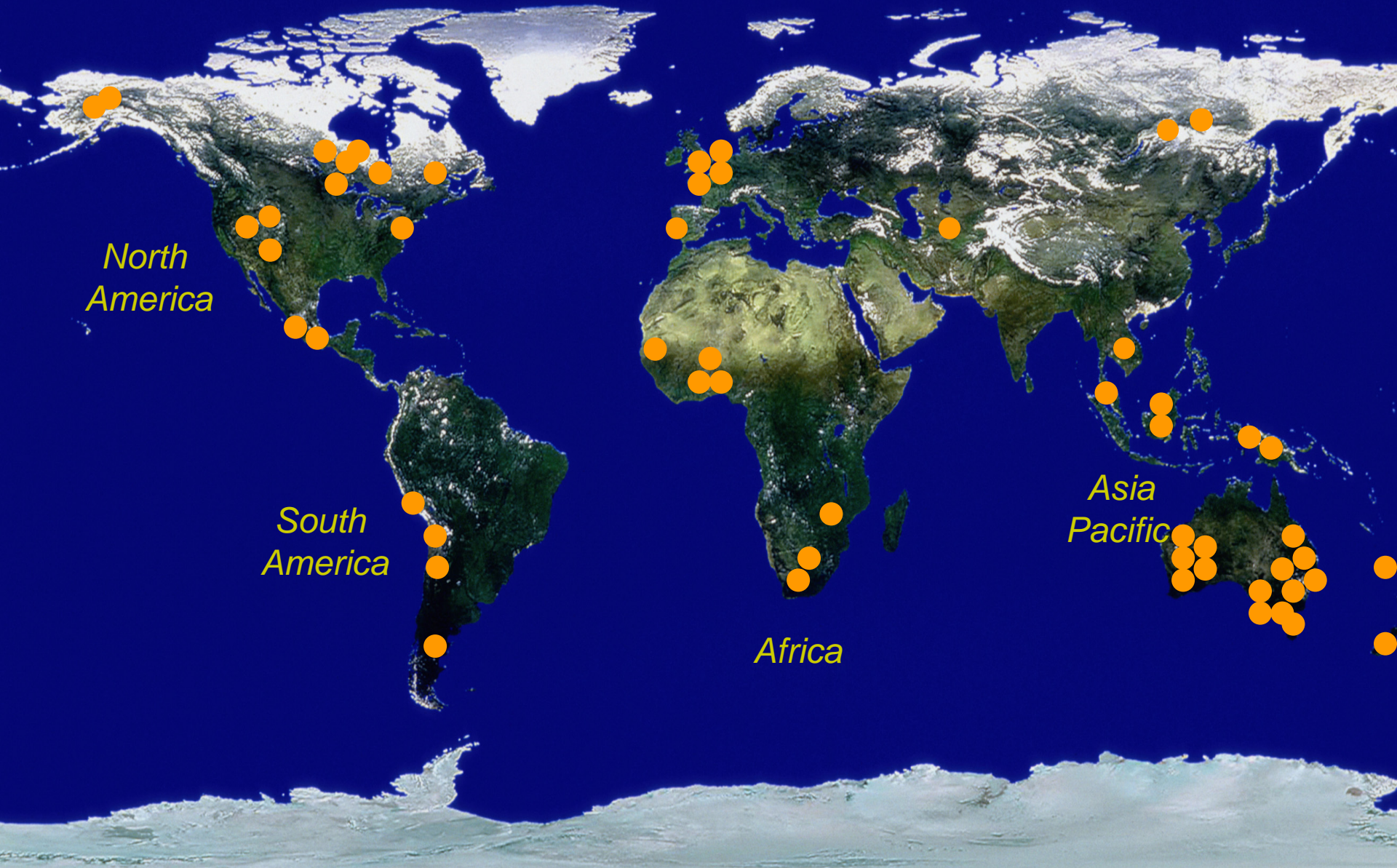


*...Listening, Supporting and Delivering to our Clients*

# Who is the Jamieson group?

- Global provider of business improvement and people development programs across the globe
- A provider of programs linked to specific performance & profitability improvements
  - “...you will find it very easy to measure our performance”
- Highly experienced team of specialists
- A deliverer of sustainable results through a collaborative approach
- Our Products cover almost every aspect of operations
  - Risk Assessment – financial and operational
  - Business Integration
  - Merger & Acquisitions
  - Cost Reduction & Cost Control
  - Organisational Structure Design, Recruitment, Induction, Workplace Skills & Training
  - Project Management, Planning, Engineering, Maintenance
  - Management Operating Systems & Tools
  - Shift Boss, Supervisor and Foreman development

# Recent Engagements





## – High operating costs

- Systematic cost reduction
- Controls & reporting

## – Process bottlenecks

- Analysis of management operating system
- Analysis of variances to planned performance
- Data Integrity and plant yield

## – Maintenance ineffectiveness

- Maintenance planning systems
- Reduction in down time
- Increase in equipment availability

## – Ineffective front-line management

- Performance Know How and front-line management training
- Production planning and support systems
- Equipment mix and utilisation
- Shift controls

## – Technology & Process Standardisation

## – Business Integration

- Post Merger or Acquisition
- Process/People & Culture consolidation
- Systems and Skills transfer
- Structure & Alignment
- Surplus to requirement resources

## – New Operations

- Greenfield or Brownfield
- Implementation of Management Operating Systems
- Employee Recruitment and Induction
- Front-line Management and Senior Management Leadership Training

## – Review of business performance

- Capex – optimise existing assets to reduce need for excess capex
- Procurement and Contractor management
- KPI review and development
- Leaders workshop

As Business Transformation specialists the Jamieson Group provides:

## Organisational Readiness

- Operational Reviews
- Business Risk Assessment
- Technology & Process Standardisation
- New Mine Start / Closure / Re-Commissioning

## Operational Effectiveness

- Operational Reviews
- Cost Control & Reduction
- Productivity & Performance Improvement
- Leadership / Management Training Programs

## Business Alignment

- Merger & Acquisition Support
- Business Performance Analysis / Diagnostics
- Business Integration
- Business Restructuring

- Prior to engagement we will visit your site to assess the environment, culture, attitudes and behaviours to ensure we match the right people to deliver the best outcome for your business
- Our proven Project Management and Communication systems ensure we have control over the methodologies and tools that are used to ensure consistency
- The Jamieson Group undertakes proactive recruitment to our team – we are constantly searching the globe for the highest calibre consultants to join our team
- Our Jamieson permanent team has an average of over 12 years experience
- We can supplement our Jamieson permanent team with the most knowledgeable specialists in the market. Our Jamieson specialists have an average of 5 years of working experience with the Jamieson Group (***we wont train our people at your expense***)
- All staff working on your project will have undergone the same Jamieson Group training providing consistency in delivery

## Experience:

- The Jamieson Group has successfully completed over 150 business engagements in the last 10 years.
- We have representation on a global front with locations in North and South America, Australasia, Asia, Europe, and Africa.
- The Jamieson Group has extensive experience working in both developed and developing countries. ***We speak the language and know the culture.***
- The company has a strong track record across a wide range of industry with extensive experience in the resource sector

## Our experience covers:

### Resource Industry (open cut & underground operations)

- Gold, Coal, Silver, Bauxite, Zinc, Copper, Nickel, Tin, Aluminum, Potash, Diamond and Mineral Sands, Oil & Gas

### Other Industry Sectors

- Utilities, Manufacturing, Transport, Insurance, Engineering, Construction, Government, Housing, and Banking.

## **Skills:**

To ensure we deliver results of the highest quality, all of our Project / Lead Management Team are professionally qualified within the areas of:

- Project Management
- Engineering & Maintenance
- Production, Dilution Management
- Inventory Control, Procurement, Logistics
- IT, ERP Integration, Finance
- Human Resources (Training, Workplace Skills Development, Organisational Development)
- Six Sigma and Lean Management practices

We have within our team, consultants that speak various languages to further add value and strength to our delivery:

English, Spanish, French, Portuguese, Russian, Afrikaans, Bahasa Indonesian, German, Dutch, Polish, Italian and Mandarin

## **Flexibility:**

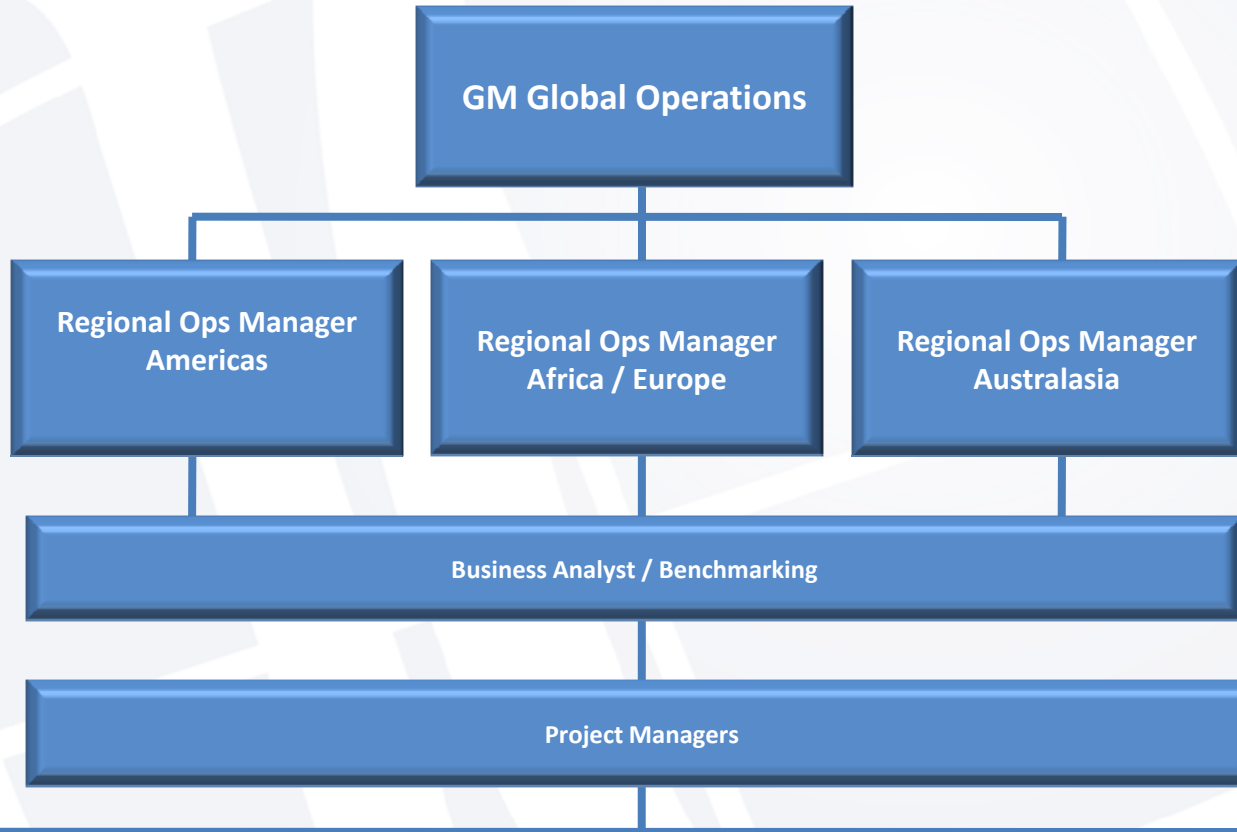
- The Jamieson Group works with each client to provide a unique tailor-made solution that will meet their business needs
- Based on those business needs we will visit your site to assess the environment, culture, attitudes and behaviours to ensure we match the right people to deliver the best outcome for your business
- We listen to our clients and support them to ensure the sustainability of the deliverables
- We pride ourselves on providing a high degree of flexibility within our delivery processes by ensuring that our consulting teams display high levels of lateral thinking, empathy, tolerance and Cultural sensitivity

## **Results:**

We deliver the goals mutually agreed by the client & the Jamieson Group. These can range from:

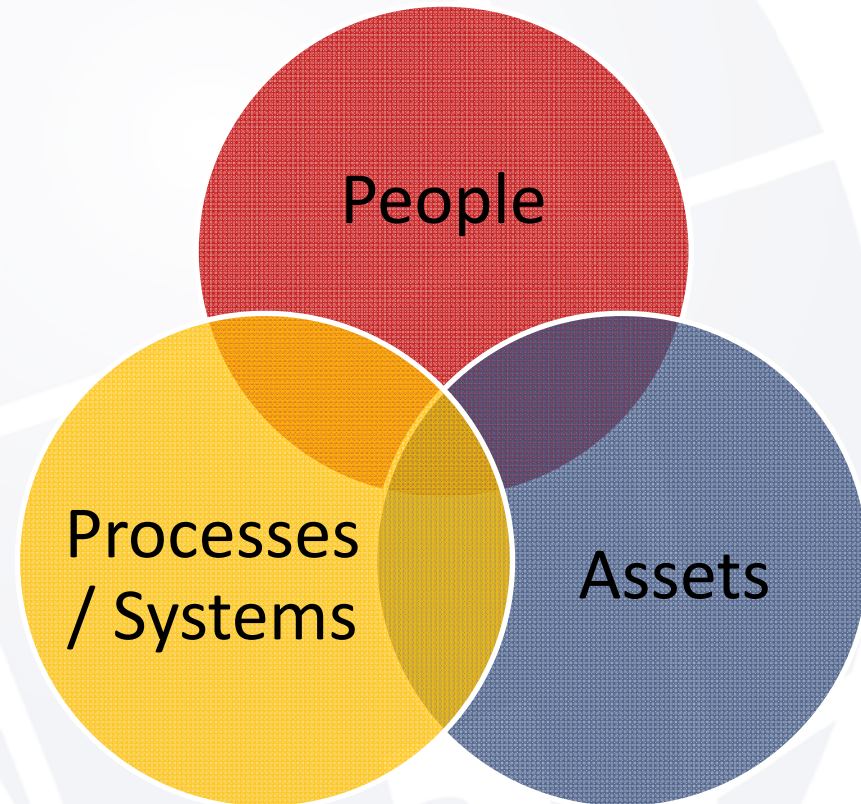
- Significant jumps in equipment availability / utilisation
- Quantum-leaps in production output (in excess of 20%)
- Reductions in cost to maximise productivity and profitability.
- Increases in recovery & increases in waste reduction
- The results are measured by the client with the clients' numbers

Our results are the major reason that the Jamieson Group enjoys a high level of repeat business from our clients (65% of the current business base)



- It is critical to understand all aspects and impacts on the process change.
- Focus on the ***People, Processes and Assets*** and the interface between all three.
- Most importantly we work on Behaviour, Attitude and Communication
  - Get the **people** to understand “why” change is happening
  - Give **people** the knowledge of “how” change impacts not only their job...but others as well
  - Allow **people** to “take” ownership of the change

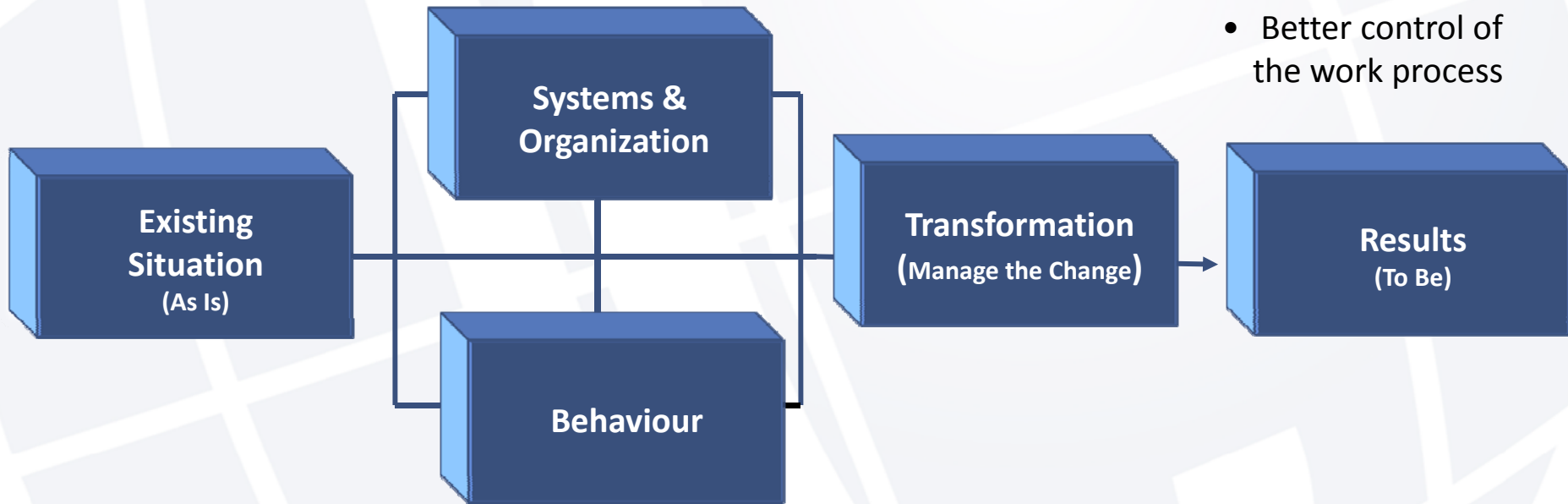
**You must transform the attitudes, behaviours and the culture to achieve sustainable change**



# The Process

- System elements, KPIs and activities
- Documents & coordination meetings
- Structure, roles, accountability
- Processes

- Higher productivity & performance
- Cost savings
- Enhanced customer service
- Better control of the work process



- Teamwork and coordination
- Morale
- Accountability, management and supervisory skills

## *Typical Results Achieved:*

- **20%** savings through reduction in re-agents in CIP circuit through better monitoring and control
- **25%** improvement in productivity by installing a master schedule to identify real resource requirement against output
- **15%** increase in profitability through installation of improved planning and scheduling tools to enable the reduction in resources without a negative impact on morale and production
- **10%** reduction of costs in administration and support areas by streamlining and eliminating duplication



**United Collieries** semi-soft coking Coals from an underground longwall mine.

- The mines actual annualised output increased by an impressive 23% over the previous twelve (12) months.

**Oaky Creek No. 1** underground longwall mine operation in Australia

- Jamieson Group were asked to deliver the “Leading and Developing Others” program which focuses on the development of others, leadership in management and leadership for change



**Cerro Bayo** is a gold and silver underground mine.

- The mine management are working in a proactive capacity and the deliverable volume results have risen to a staggering 170%



**UK Coal** has five underground mines located in central and northern England

- In the project’s twenty-nine weeks the changes in supervisory behaviours, ownership and acceptance of accountability were major factors in achieving the operational targets:

- 40% increase in weekly production tonnes
- 26% increase in development metres
- 95% Skill & Capability in Frontline Supervisors

*“...You could see the difference ... we’re part of the same team ... they know that if they tell me something then something will be done about it.”* (Deputy Mine Manager)



**Cortez Gold** deep in the heart of Nevada is one of the largest gold mines in the United States

- the “Step Ahead” project saw the operation gain a better understanding of how and why it was successful through the introduction of better communication processes and, in turn, realised immediate returns on that investment with profits improved by \$5.2 million.

**Kanowna Belle** is a regional plant processing ore from 5 remote mines.

- Efforts were focused on rebuilding a culture of delivering best practice, and the employees responded, progressively talking a greater level of ownership of the plant.
- Consequently, plant availability rose to 93.5%; an increase of over 1.5%.



**Bundoora** underground longwall mine

- Jamieson Group’s input has helped Anglo Coal Australia establish a strong operating model with purpose-built systems in place.
- The MOS is already proving its worth and has quickly become an accepted standard mine management tool.



**Mupane** Gold mine located in southern Botswana.

- The mine is now on track to beat their 100,000 oz forecast for the year and have production costs down to \$345 per oz. They have also revised the life of mine, and now don’t envisage it closing before 2011.