

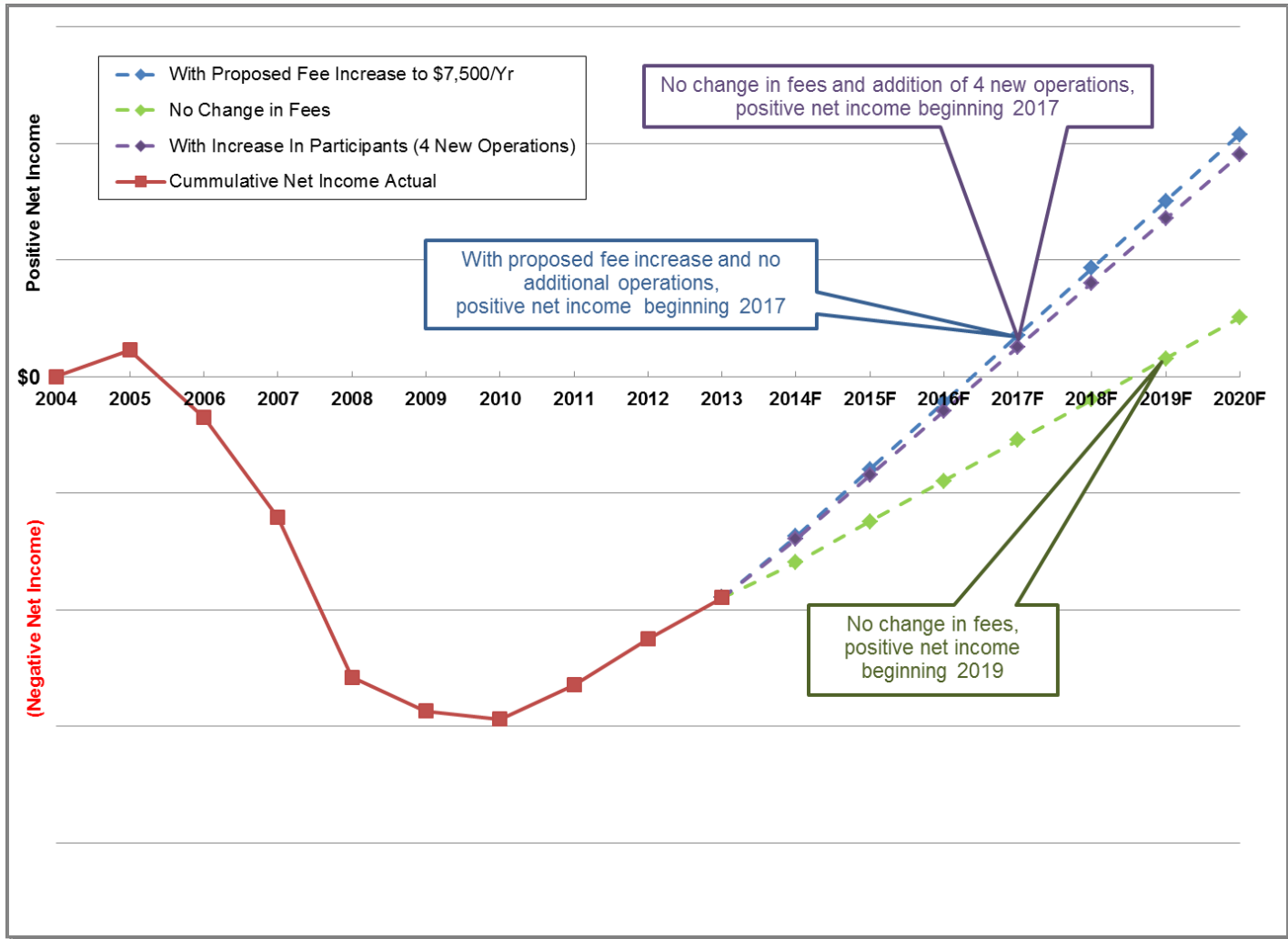
CIM Convention 2014 | May 11-14

# **SMART Benchmarking Program Update**





# Budget Summary – Cumulative Net Income





# Survey Summary

- Golder recently sent a survey to all SMART Benchmarking users
- Survey sent to 68 website users via email
- Response summary:

Company	Number of Survey Recipients	Number of Responses
Imperial	8	11
Syncrude	1	2
Arcelor Mittal	15	1
Suncor	11	0
Shell	20	0
TransAlta	4	0
CNRL	5	0
Total E & P	4	0
<b>TOTAL</b>	<b>68</b>	<b>14</b>

*Note: In some cases, responses were submitted by users who share logins, these users have since been provided with unique logins.*



## Survey Summary - continued

- About one third of responders would be interested in participating in a virtual or in-person discussion with other SMART users.
- All responders may have not provided responses to all questions.



# User Roles

*Describe your current role in your organization.*

- Mine Planner (Short and Long Range, Senior Associate) (4)
- Mine Technical Supervisor/Lead/Advisor/Senior Advisor (4)
- Mine Performance Data Analyst (3)
- Mine Operation Superintendent (2)
- Mine Operations Manager (1)



## Frequency and Depth of Use

*How often do you log in to the SMART Benchmarking site?*

- Regularly (10, 15, 20 times per year) (5)
- As required or more frequently during certain times of year for preparation of reports (5)
- Not much or never (4)

*How many users at your company accesses the site?*

- Several users for Imperial
  - 1-2 Active Users
  - 5 Moderate Users
  - 4 Less Active Users or will rely on data exported by others
- Other responses show 1 or 2 active users per company



## Activities Summary

*Describe the activities undertaken while logged on (e.g. exporting data, browsing data, etc.).*

- 1) Export data or charts for use in analysis or presentations**
- 2) Attempt to become familiar with site, data, and metrics (background)
- 3) Try to determine other companies or other commodities being mined
- 4) Attempt to answer specific question – use of availability for shovels and haulers, specific planning question, etc.

*Also, most users feel that they are familiar with all of the features of the SMART site.*



## Decision Making

*Has data from the SMART site ever been used in decision making for your company? If yes, please explain.*

- Developing our own Key Performance Indicators (KPIs) for use in budgeting, compare previous performance
- Determine whether our performance requires intervention or pinpoint areas that require improvement
- Confirm improvement strategies for equipment utilization and productivity





## Additional Data

*Is there additional data that is currently not being collected for the SMART Benchmarking program that would be useful to your understanding or decision making?*

- **Average age of fleet/equipment**
- Equipment models
- Number of units reported in each company's equipment types (average annual number)
- Break "Down" into "Unplanned Downtime" and "Planned Downtime"
- Also break "Delay" by classification
- Delays measured per shift



## Additional Data - continued

- **Display by material category (Ore vs. Waste):**
  - Time measures
  - Haul distance
  - Dragline productivity (also by unit type)
- **Box or Bucket Size**
  - Fill Factor % (Actual vs. SME 2:1 Rated) for Buckets & Boxes in each Material Category
- **Confirm that time classifications are being classified the same across every company**



# User Experience

*What changes would you like to see in your user experience?*

- **Expand classification categories to higher level - Classification of Companies**
  - Oil Sands vs. Non Oil Sands operations
  - Oil Sands, Coal, Hard Rock, Aggregates
  
- *Follow up Questions for SMART Benchmarking Working Group (SMART BWG):*
  - *Does this level of identification impact any Competition Law factors?*
  - *Do Users have a higher need to keep complete anonymity or have data analysis that may identify them?.*



## User Experience - continued

- Classification of Equipment Type and/or Size
  - Ideally by Manufacturer (and model) or, at least, by generic type i.e. Shovels by electric or hydraulic drive, Trucks by Mechanical or Electric drive
  - Capacity Rating i.e. shovels & loaders by standard/ range of bucket sizes or trucks by standard/range of box size and (future) support equipment by HP rating.



## User Experience - continued

- **Classification by Material Category (Ore and Waste)** to use in assessing productivity measurements for Shovels , Loaders, Trucks
  - Loading equipment to compare productivity by material category
  - Trucks with haul distance measures to on a Productivity vs. km scatter chart, or report a new KPI: Truck Work Factor = Tonnes\*km/ WOH (= IOL NOH)
- The login area should be easier to find, the View Metrics should be the default page when you login. The Data should be beside or behind the graph and with all the stats (average, my location, etc.)



## Encouraging Greater Use of Program

*What changes to the SMART program, either aesthetic or data-driven, would encourage greater use of the program within your organization.*

- Send “Change Notice” to all users when:
  - Significant new data is added or existing data changed (due to errors, etc.)
  - New companies join/leave the group
  - New types of equipment are added
  - Website additions and enhancements
  
- Add key support equipment data input and recording
  
- Add link with future reported progress/longer term plan of the SMART BWG – its objectives, timelines, participants, actions



## Encouraging Greater Use of Program – cont'd

- Report site usage statistics each month
- Quote some of the key uses by User Companies to help market the site to users (quotes from the survey)
- Timeline for future developments
- Once per year, send an excel file with all of the data and menu on first tab (Year End Summary)



## Survey Summary Conclusions

- The SMART Benchmarking Program is working well and participants pleased with current functionality
- Several good suggestions for improvements
- Larger participant base would pave the way for many of these improvement to materialize





## To Participate In SMART Benchmarking

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