Case Study
Mining and Minerals | Diamonds Management Information

Client Background

Petra Diamonds is a leading independent diamond producer with one of the world's largest diamond resources. Petra Diamonds' portfolio consists of three producing operations in South Africa and one in Tanzania.

In July 2018 Petra Diamonds and Pragma partnered on the Reliability and Asset Management (RAM) Project. The project's main objective was to convert their individual, single-site databases (Cullinan, Koffiefontein and Finsch) into one central, standardised, multi-site operation. This would include the optimisation of asset care plans, general asset management activities, and reporting tools.

The reporting tools can be used to measure the maintenance performance of each section of a mine, provide an overview of each mine, and showcase the maintenance performance of Petra Diamonds at group level.

> *Real time, easy to access reports in Insights allows for operational and senior management to gain instant access to well structured dashboards providing general, as well as specific information with little effort.*
> *Sean van Niekerk – Asset and Maintenance Manager*

Key Challenges

- Each planner worked independently, resulting in various reports that could not be compared to other sections, mining operations within one mine or the group of mines.
- Information across the maintenance planning departments was not shared.
- Delays in how long it took for senior management to receive reports containing vital information resulted in problems being solved without joint effort.
- Once all mines were live in the new database, it was essential for all to standardise and represent their information in the same way. Only then could comparisons be drawn, and similar sections share their learnings.

Value Add

The implementation of Insights provided Petra Diamonds with:
- Dashboards that illustrate multiple key performance indicators (KPIs) in detail. These include statutory task compliance, schedule attainment, cancelled WOs, backlog and WO/labour distributions. Some of these have been customised for client-specific transactions.
- A single dashboard with a visual overview of all Petra's KPIs specifically for management and senior management.

By rolling out Insights on all management levels, all parties involved know exactly what is happening in their responsible area and issues such as consecutive breakdowns or statutory task compliance can be highlighted and addressed sooner.

Pragma Intervention

- Pragma introduced a new and improved reporting platform: On Key Insights. With numerous base sheets in place, professional users could easily change or add information to these reports, create entirely new reports, and visualise the information to their liking to meet all their requirements.
- General managers, engineers and mining managers, supervisors, and maintenance planners were all given access to Insights. While weekly/monthly reports are still compiled and distributed, all management levels can access Insights (without having to log directly into On Key) to view the KPIs for their respective sections. Bookmarks were standardised so that end users can access their information with only a few clicks.

Tools and Technology

- On Key Insights - QlikSense
- The information reported in Insights is extracted from On Key (5.18), particularly from Work Orders captured in the system. The Insights reports are updated 4 hourly.

ON KEY

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