

# Client Reference

## Mining and Minerals | Coal Asset Management Professional Development Programme

### Client Background

The client is a global mining organisation with operations in various countries. Its main focus is on the mining and processing of a variety of precious and base metals. It employs more than 70,000 people globally and being an asset-intensive organisation, views asset management as a core discipline. In order to focus these asset management activities and align them with global best practices, it recently released an internal asset management standard, which is being rolled out globally across all sites.

### Key Challenges

- Different divisions previously used business-specific asset management (AM) methodologies and models, requiring a systematic change management approach to adopt the new framework.
- The engineers and managers play a crucial role on site, making it difficult for them to be away for lengthy training courses.
- Training can be a theoretical exercise if it is not applied immediately in practice or does not form part of people's development plans.
- Participants came from different operations at different levels of AM maturity.
- Training of this scale and to this target audience is quite expensive and difficult to justify.

### Value Add

- The training was provided as a blended programme combining classroom training with remote webinars, eLearning modules and workplace exercises.
- The improvement projects gave the participants the opportunity to apply the learning immediately in practice.
- The value generated by the improvement projects ensured an ROI of around 600%.
- Pragma registered the training with the Engineering Council of SA for continuous professional development (CPD) points.
- Every participant received an Individual Development Report detailing their performance on the programme and further learning to support their career aspirations.
- Participants were very complimentary about Pragma's professional facilitation of the programme – 94% rated the programme as Excellent or Very Good.
- The programme was managed via Pragma's learning management system (LMS) and supported by an LMS administrator.
- All training material and the LMS portal were branded for the client.
- Pragma collaborated effectively as a team with the client's subject matter experts to develop and deliver the programme.
- The training was delivered by six experienced Pragma consultants, providing a broad mix of experience and facilitation styles.
- The programme was a good combination of AM best practices and the client's in-house methodologies and systems.
- The programme was very successful in creating alignment, understanding and support for the new AM framework.



*"I can now see huge value opportunities at our mine and this course has provided the tools to improve asset reliability."*

**Participant**

### Pragma Intervention

- The Pragma Academy was appointed to develop and deliver the Asset Management Professional Development Programme (AMPDP) to enable section engineers, reliability engineers and engineering managers to become familiar with the new AM framework and support its roll-out across the client.
- The team of consultants worked closely with the client's subject matter experts (SMEs) to develop the training programme, basing it on general asset management (AM) best practices and elements of the client's new AM framework, whilst applying adult learning principles.
- The blended learning programme consisted of the following elements:
  - A briefing session and onboarding exercise via a learning management system (LMS).
  - A personal AM competency self-assessment, uploaded onto the LMS.
  - A site maturity assessment against the new AM framework, uploaded onto the LMS.
  - Two contact sessions of five days each to cover 13 key elements of the new AM framework, including webinars from the SMEs and senior managers located in other parts of the world.
  - Online knowledge assessments and assignments after each contact session.
  - An improvement project per participant to apply the learnings and deliver substantial value to the client. Two Pragma consultants coached and supported them during these projects.
  - A personal development report for each participant based on their participation, assessment results and further development needs.
  - Graduation and a coveted certificate for successful participants.

### Tools and Technology

- Instructional design
- Adult learning principles
- Learning and development management
- Learning management system
- Focused improvement
- Project management