

Introduction

It has been seen repeatedly. Starting a new mine or even stepping up to invest in a training department comes with quite common problems. Having a person on staff or even finding one through outsource efforts is time consuming and a gamble. Most candidates do not come with a suite of necessary tools or even the experience and skills to create the needed tools. This service provided by JSR is, yet another service identified as a crucial need and gap not regularly supported by many. Please take the time to review this service as it is unique, dynamic, and custom tailored to your needs.

Investment or cost saving?

Most companies would look at creating a training department as a cost burden and not necessarily related to the cost. The experienced mine managers that have had the opportunity to have such a program realize that a truly experienced training department can lower costs and prove an ROI (return on Investment). An example was seen at an exceptionally large mining equipment supplier, what was found was that the yearly all in cost at that time was \$90,000 dollars per year plus the vehicle cost of about \$40,000 so let us just round it up to \$150,000 a year. What was realized was that having this individual go to the customer's site and providing training in the classroom and in the cab was saving the equipment supplier five times the cost of the trainer in warranty losses. The free service to the customer from the supplier was saving more than that as the trainer was educating the workforce, reducing and in some cases eliminating accidents, through proper operation there was less unplanned maintenance and more availability of the equipment. Efficiencies were seen which led to increased production.

Training staff expectations

Depending on the size of the mining company and the overall needs will dictate how many staff are required to cover all the needs. Some of the expectations of a true training department would include ensuring the tools fit, meaning the standard work procedure documents are applicable to the environment.

Many times, what worked in the last 5 years was applicable but now require additions and repairs. All procedures need to be applicable and relevant.

Ensuring the training documents that record the training on everyone also fit the task topic. If the training is for a Cat 793D haul truck, then the details in those documents fit that truck or at a bare minimum fit the safety measures and controls of that truck.

Tracking and following the progress of those that are learning. Daily interaction to ensure all is going to plan.

Trainers should have a good mechanical understanding of the equipment. Watching health events as recorded and reported from the equipment. This will realize discrepancies in operational practices and mechanical problems with the equipment which ensure a quick intervention prior to a catastrophic component failure and even catch a problem before it becomes a denied warranty claim due to incorrect use. All known as health events, what can be seen that can be very costly if not caught and corrected are

TRAINING DEPARTMENT TOOL KIT

High Brake temperatures, Engine over speeds, Torque converter overheats and much more. Some brake temperatures are not operator influenced they can be from worn or mis-adjusted brake components, road, and application conditions and more. Asset health monitoring is for experienced eyes but can be taught. JSR has seen that services supplied by a product supplier for asset health are one sided and even those people cannot tell the difference between a road problem or an operator problem. In their defense they are not at site and know what conditions may exist out of the control of an operator.

Another expectation of the training department is understanding the Production ecosystem and being able to identify bottlenecks and production restrictors. Narrow roads, uneven surfaces that slow and damage the equipment, Shift change efficiencies that need improvements. They need to understand all pieces of the process. The training department, like other groups, must have KPI's or they just exist, KPI's help managers know what is working what is not working and target areas of focus to reduce the operating cost. Brake temperatures are a perfect example. Let us say the company is seeing thirty brake temperatures per day out of 10 trucks and 350 haul cycles. The KPI would define a reduction in these events and an acceptable and achievable target each month.

Constant Field Level Risk assessing

Process

There should be a process for trainees, the process for new hire employees from induction to theory class to the training documentation process and the hours allowed for training. We have found that there must be minimum and maximum set of hours for training the minimum is so the company can defend that there was adequate time provided to the employee as there may be a time where the company may need to defend in court how they achieved their due diligence. The maximum is in place so that decisions can be made because the individual is not able to be successful in the position and other options are available. Having these things in place and shared up front with the new trainee allows them to understand it is not up to the company to make a trainee successful and puts the trainee in a position to give it their all.

Common methods include theory through lecture class, computer-based training programs, Simulators and finally a training packet that has all the necessary reporting documents and procedures relevant to the task or training. Finally, a method of follow up some time after the individual has had some exposure. We have found that early on too much information is provided and we don't know what the retention was so a refresher interaction clears up misunderstandings, misinformation from the field and must importantly all the safety topics be understood such as proper brake testing and use are understood, proper steering testing is used and what to do in an emergency.

Tools

- Standard operating procedures
- Presentation modules in lecture format
- Training packets
- Learning management systems
- Simulators
- Computer-based training programs.

Library

- Standard operating procedures
- Training aids specific to machine and task
- Access to systems like Caterpillars Service Information System (SIS)
- Caterpillars Vision Link for asset health monitoring
- My Komatsu Care
- Regulatory literature for legal compliance
- Performance handbooks or access to get them online.

What a productive training department looks like.

Those individuals must have a personal stake in the well-being of people, a strong drive to make people successful, keeping the company profitable and void of liabilities. The department must work with all departments as well as a support system. There must be a true leader knowledgeable in the cost of doing business, machine health, policy, and procedure, and always looking to keep the program relevant and effective. In the most successful mines, the training supervisor or top guy is what I call a shadow manager. The shadow manager typically is in the shadows assisting other managers with decisions and driving the ship in many ways. He or she is one of experience value and common sense.

JSR is that company with experience in getting your program going. We have the tools you need and can get your project off and productive. We have many procedures and products ready to customize to your fleet. What you spend on JSR will be seen returned in production and availability of equipment. Obviously only if utilized as offered.

Contact us at info@jsrpro.com