



operations solutions

**interventions and process optimisation**

systems management

# interventions.

Improved operational efficiency

The core focus of OIM's operations interventions is to improve efficiencies and throughput, reduce operating costs and resolve operational constraints.

**The result is a visible improvement in quality, reduced unit costs, increased operational compliance and control, and better customer service.**

Sustainability is achieved by partnering with clients to customise solutions, implement the desired changes and ensure knowledge transfer.

For more information mail [info@oimgroup.com](mailto:info@oimgroup.com) or call Arjen de Bruin on 083 454 5795.

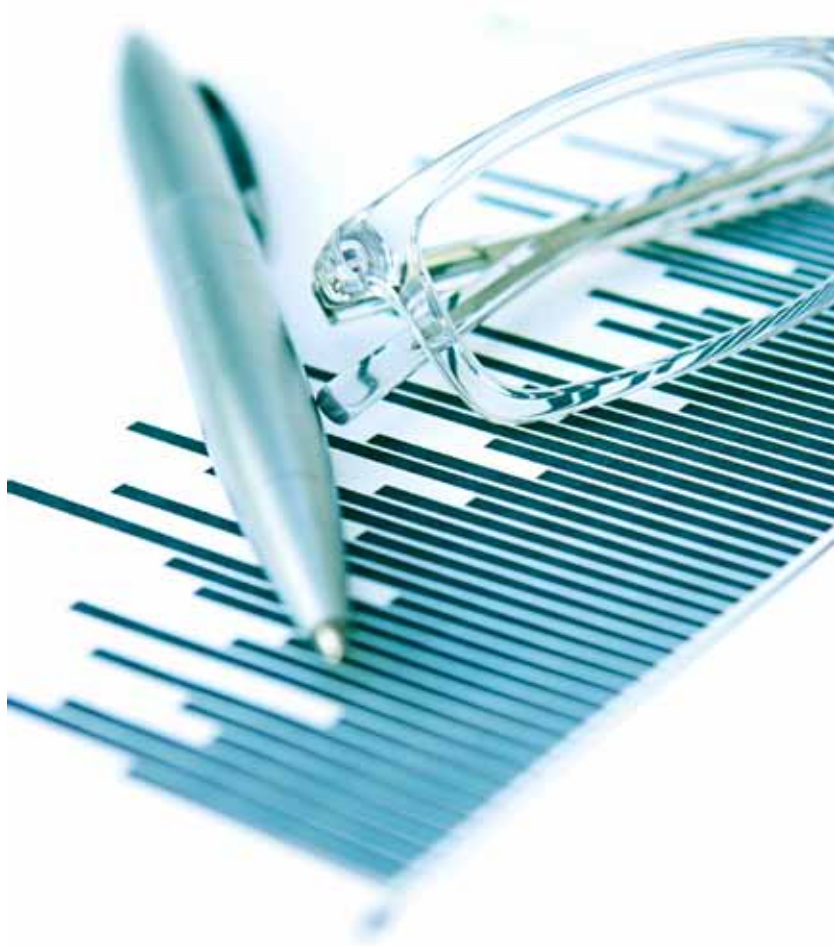
© OIM (Pty) Ltd | [www.oimgroup.com](http://www.oimgroup.com) | +27 21 913 8814





### > Key business benefits

$$\text{Efficiency} = \frac{\begin{matrix} \uparrow \text{Quality} \\ \text{Cost} \downarrow \end{matrix}}{\quad} \times \frac{\begin{matrix} \uparrow \text{Service} \\ \text{Time} \downarrow \end{matrix}}{\quad}$$



## OUR OFFERING

### > Operations audit (business review)

**Core objective:** Identify areas for operational improvement.

**Overview:** An operations audit is a quick and reliable way to identify areas of operational constraint and map a solution. We have developed a proven approach to conduct this review in two to four weeks, analysing areas such as structure, IT, productivity, process unit costs, quality levels, waste and the impact of machine and labour downtime.

**Outcome:** Highlight areas for improvement, make recommendations and provide projected cost benefits.

### > Business process analysis and redesign (re-engineering)

**Core objective:** Understand current status ("as-is") and redesign process ("to-be").

**Overview:** This offering provides an in-depth analysis and redesign of workflows and processes.

**Outcome:** Optimised processes that meet good-governance and legal requirements and are aligned with underlying IT systems, standard operating principles, business structure, and skill and workforce levels.

### > Maintenance optimisation

**Core objective:** Improve machine availability (capacity and performance).

**Overview:** Maintenance optimisation focuses on the optimal forecasting, scheduling and execution of planned work. The aim is to balance maintenance requirements (eg technical) with required resources (eg people, schedules, equipment, spares and facilities).

**Outcome:**

- Customised maintenance strategy
- Improved machine availability
- More planned and opportunistic maintenance
- Less downtime
- Improved safety
- Reduced maintenance costs
- Improved reliability of equipment



**OIM's operations management team has experience in both business processes and systems management, providing clients with a comprehensive service and in-depth knowledge in these fields.**

## > Workforce management

**Core objective:** Optimal resource scheduling to meet production demand and productivity standards.

**Overview:** While maintenance optimisation focuses on equipment, workforce management is the process of matching workload with available resources (people and equipment) to achieve the desired production output and quality. It includes forecasting work volumes and staffing requirements, taking into account staffing numbers, levels of expertise, work fluctuations, shift patterns, equipment requirements and unforeseen factors such as absenteeism.

**Outcome:**

- Improved forecasting of work volumes
- Better use of staffing levels

## > Continuous improvement (skills development programme)

**Core objective:** Methods and standards for ongoing operational improvement.

**Overview:** An important aspect of sustaining operational improvement is equipping staff with the necessary skills and mindsets to optimise operations long term. We have developed a three-pronged approach to bridge the knowledge transfer gap and ensure that skills development results in sustainable operational effectiveness:

- Workshops
- Assignments
- On-the-floor coaching

**Outcome:** Improved staff competence to identify and make the most of operational optimisation opportunities.

**Contact us for more information about the programme and module content.**

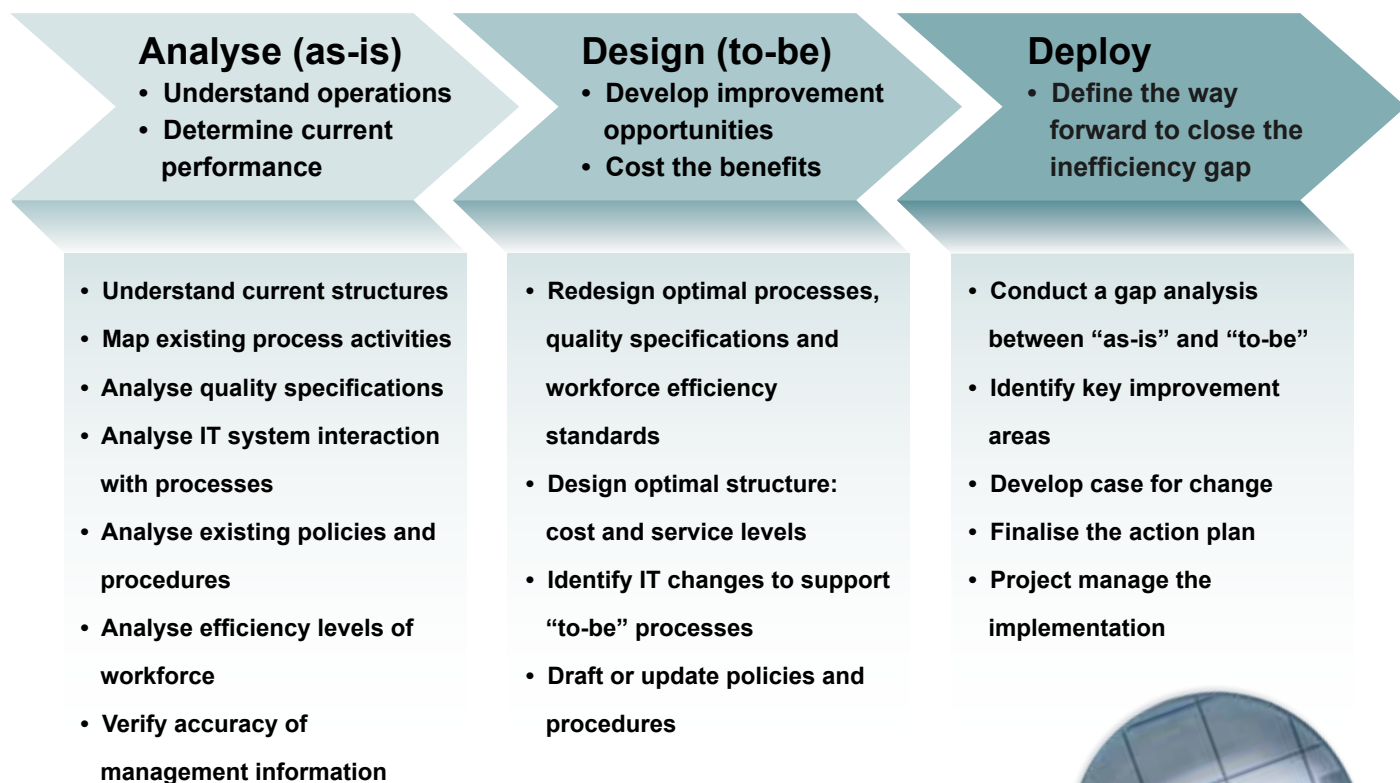
**OIM offers full project management services or specialised resources for IT systems projects. Please contact us for more information.**



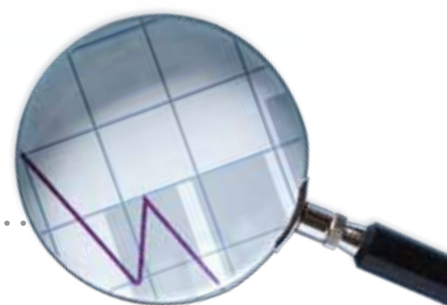


## SOLUTION OVERVIEW

The methodologies used differ, but the approach to our interventions is always the same:



## THE OIM DIFFERENCE



- With a track record dating back to the late '90s, the team has experience in various industries, including manufacturing, mining, retail, financial services and local government sectors. Clients who have benefited from our solutions are, among others, Allan Gray, Assmang Khumani Mine, Metropolitan, Meatco and Glacier by Sanlam.
- Our consultants have a fundamental understanding of the industries they work in, giving them an innate sense of what should happen. This allows for project delivery in a shorter space of time – usually within four to six months depending on the complexity of the intervention.
- We believe in showing clients measurable returns, which means benefits are tracked to indicate the return on investment (ROI).

- We pride ourselves in our proven ability to identify inefficiencies and design customised interventions.
- When designing these interventions, we draw on a range of methodologies and best practices to create the appropriate structures, processes and systems for effective strategy execution and operations management.
- Clients also have access to OIM's expertise in organisational improvement and people management. This includes strategy development, business architecture, leadership development, employee relations, employee engagement and change communication. All of these solutions are seamlessly implemented by specialists in the core business areas.