

Operator Performance Analytics

Unlock the potential of your people to achieve significant improvements in safety, productivity and reliability.



How Operator Performance Analytics Works

Every shift a mine generates hundreds of data points measuring an operator's performance. Most of the time, this data is construed as "noise" because it is not filtered, analyzed or presented in a useful way. Meaningful analysis is typically labor-intensive, post-hoc and sensitive to validity threats. This creates a huge opportunity cost for the mine, unknown and under-addressed performance issues typically cost millions of dollars per annum.

Immersive Technologies' Operator Performance Analytics is a **business improvement service providing site stakeholders with accurate and timely intelligence on operator performance variability and training needs analysis.** The service is structured to deliver immediate analysis across multiple data systems and critical information is presented within a dashboard tailored to stakeholder needs. This information can be actioned immediately by training and operations management.

Operator Performance Analytics connects the workforce development plan, disparate mine fleet data and training data into a comprehensive system for;

- providing insights into operational risk;
- minimizing productivity loss;
- minimizing machine health and abuse trends;

- improving safety; and
- optimization of resource allocation for training and development.

With a dedicated analytics center, a global workforce of training advisors and a proven best-practice training methodology, Operator Performance Analytics provides your people with powerful insights to become more effective and efficient. Most commonly this analysis is:

- **descriptive** - helping to understand benchmarks and typical performance with historical data;
- **causal** - allowing you to understand what happens to risk when you change variables such as training time; and
- **predictive** - making estimates of future workforce performance based on variables related to training and development.

Data analyzed through our Analytics Engine is displayed via a web portal dashboard for mine managers, supervisors, and trainers to view at any time, and further supported by Immersive Technologies' Training Advisors, delivering in-depth reporting on specific operator training needs.

Without context, data is meaningless. Our consultants are versed in continuous improvement and operator performance analysis. We can help you avoid the pitfalls that surround data interpretation by ensuring that we are available to review, interpret and answer questions.



Operator Performance Analytics Process

Mine Operating Data

Management priorities

Machine operational data:

- Modular
- Leica
- Jigsaw
- Wenco
- Visionlink
- VIMS
- VHMS
- MineWare
- MineStar
- and more

Training simulator data

Global operator data

Performance Analytics

Equipment efficiency analysis:

- Productivity
- Reliability

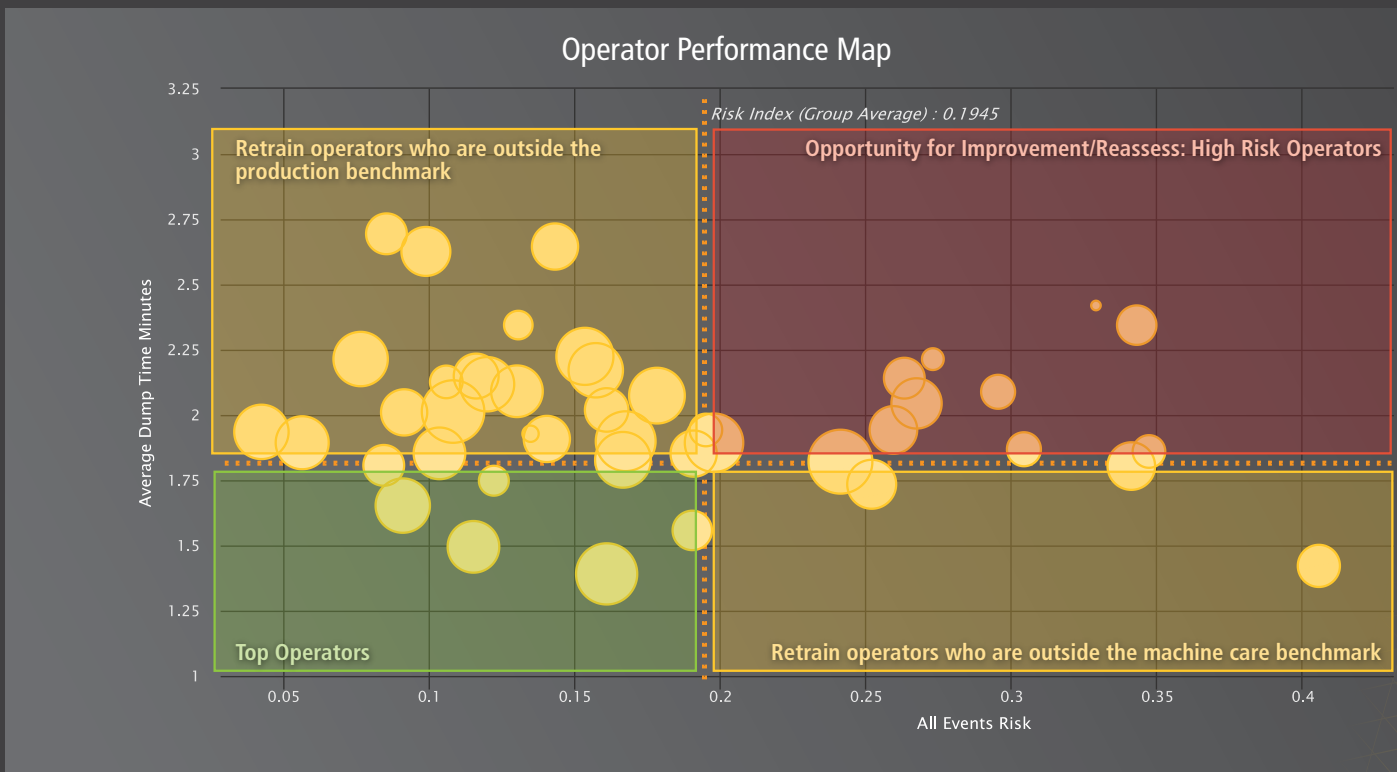
Impact of operator performance variability:

- Deviation from benchmarks
- Events per hour
- Training Needs Analysis

Operator performance profiling

Global operator benchmarking

Operator Performance Variability



Identifying outliers such as the highest and lowest performers is a key step in reducing operator variability. The operator performance map (pictured above) and drilldown dashboards allow site management to easily identify the outliers.

Operator benchmarking systematically utilizes skills profile data to identify target groups for continuous improvement projects, resulting in reduction of overall workforce risk and tightening of performance variability.

Operator Performance Analytics utilizes our proven methodology which has delivered verified in-pit results; including significant safety improvements and cost savings, at over 300+ mines globally.



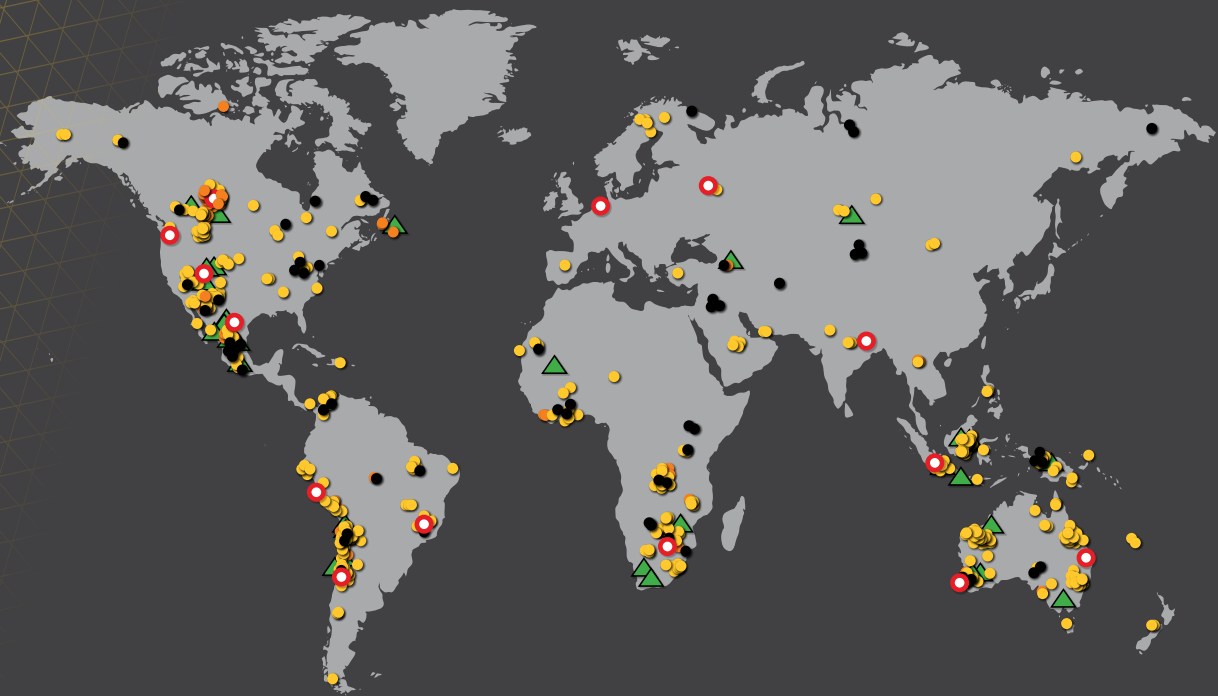
Training Interventions

Who specifically needs what training



Real Results

- 70% Transmission abuse ↓
- 62% Brake abuse ↓
- 55% Engine overspeed ↓
- 40% Traffic incidents ↓
- 15% Load time ↓
- 14% Spot time ↓
- 12% Underground production ↑
- 10% Tire life ↑



- Deployed Surface Simulators
- Deployed Underground Simulators
- ▲ Managed Services Customer
- Immersive Technologies' Global Locations

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