

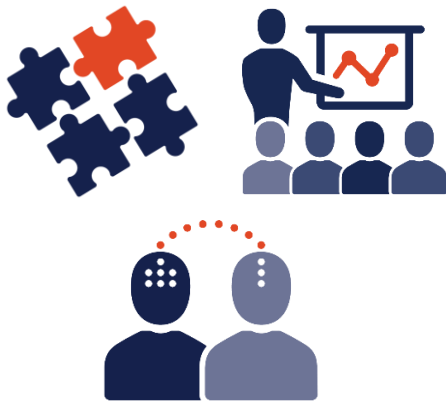
# Client Reference

## Maintenance Planning and Scheduling Blended Training



### Client Background

Our client is a large entity in the mining and minerals sector. They operate throughout Southern Africa. Their tight production targets leave little room for unforeseen breakages and downtime, and they have embarked on a journey to further improve their maintenance planning and scheduling practices and to maximise the efficiency of their maintenance personnel. Being at the heart of an efficient maintenance organisation and playing a pivotal role in coordinating activities between stores, operations and maintenance, their planners needed to be upskilled in planning and scheduling best practice.



### Key Challenges

- Tight budgets demand the need to stretch the life of expensive assets through stringent and regular maintenance.
- Unforeseen and poorly planned downtime results in unnecessary and costly production losses.
- Artisans often become planners without the formal training resulting in inefficient resource utilisation.
- The complexity of proper planning and scheduling requires structure and a thorough understanding of processes.
- A three-day classroom course is not always ideal as trainees receive a vast amount of information over a short period without time to apply the learning in the workplace.
- Staff in remote locations can't always be away from work for long periods of time and the client required a solution where they would spend less time away from the plant while still acquiring the required knowledge and skills development.

***"Contact sessions with the facilitator, an experienced Pragma consultant, allowed teams to regroup, share experiences and further enhance learning and make it directly applicable to their work environment."***

### Pragma Intervention

The blended learning programme consisted of the following elements:

- A contact session and onboarding exercise via an LMS
- eLearning modules that were completed in the workplace or at home, allowing the learners to work at their own pace
- Scheduled online contact sessions throughout the learning journey to ensure that the learner had opportunities to discuss any areas they were uncertain of
- Workshop dedicated to practical weekly scheduling exercises
- Online knowledge assessments, and assignments where applicable, after each eLearning module
- Online forum discussions for learners to discuss questions posed, or ask their own questions
- Network of people to walk the learning journey with the learner: LMS administrator, course facilitator, peers, line manager
- A certificate for those who passed the summative assessment.

### Value Add

- The course laid the foundation to develop a group of experts and change their attitudes towards asset management and value.
- The training was accessible to a larger group of planners who would otherwise not have been able to attend the training.
- The training was provided as a blended program, combining classroom training with remote webinars, eLearning modules and workplace exercises.
- Due to the practical nature of the training, learners could thoroughly master the skills by immediately applying the learning in the workplace.
- Contact sessions with the facilitator, an experienced Pragma consultant, allowed teams to regroup, share experiences and further enhance learning and make it directly applicable to their work environment.
- A single training institute could be used, ensuring that all planners across Southern Africa received the same quality training, support and qualification.
- The course was developed by Pragma with input from many experts in the field of Maintenance Planning and Scheduling to deliver a blended course with excellent content and practical exercises.
- Learners could claim continuous professional development (CPD) points as the course is registered with the Engineering Council of SA.
- Learners acquired credits towards the formal Maintenance Planner Qualification which they could now further pursue.

### Tools and Technology

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