

IMPROVING OPERATIONAL PERFORMANCE

TRAIN AND MOTIVATE THE WHOLE MANAGERIAL STRUCTURE TO ACHIEVE CONTINUOUS IMPROVEMENT

TESTIMONIAL

“The operation was key: it got the whole reporting line involved in establishing new daily routines”

Jean Fabre, Chief Executive Officer

Comilog intends to improve the operational performance of its mining and port operations.

On the strength of its ability to operate anywhere in the world, the Cegos Group was chosen to train all 250 operational managers and members of the Comilog ExCom in continuous improvement tools and the managerial routines necessary to use them.

To accommodate the whole managerial line, three different training modules were designed.

- A one-day training seminar for the executive committee: receive an introduction to the approach and the tools, endorse the management routines and learn the management actions that senior managers will perform in the field to kick off the approach and sustain it on a permanent basis;
- Two days of classroom training for operational managers: learn about and practice using the key continuous improvement tools and the management routines. Learn to use the unit's dashboards;
- Two days of classroom training + one day of feedback for the middle managers so that, in addition to knowing how to use the tools and methods, they can learn how to use the key dashboards and be able to lead the approach in the field.



BENEFITS

- Management routines (5-minute reviews, management by walking around, etc.) are immediately put into use on the job
- The managers address the performance objectives and the entire reporting line, from the CEO to the shift leader, rallies around the improvement challenges



KEY SUCCESS FACTORS

- Strong involvement of the ExCom, which has gone into the field to get the approach up and running
- Down-to-earth training programmes, based on actual examples from participants' everyday work
- Seasoned trainers who are perfectly familiar with the industrial and mining communities