



## Aurizon Midwest

Get it to the train on time

Aurizon Iron Ore, located in Western Australia, is the largest iron ore haulier outside of the Pilbara's region. The Division is going through an intense period of growth in the Midwest and Renoir has been engaged to scope the performance of the entire supply chain and to assess the current customer service management practices.

"I can see a lot of value in the daily review and planning meetings with the stakeholders; they help us to sort out issues as they happen."

**L. Gordon**  
**Deployment and Planning**  
**Coordinator**

### Key Results

Train delays tracking system installed

Clear accountability of delays and losses

Structured communication platform between stakeholders opening up collaboration and transparency

Daily root cause analysis and services planning to maximise the supply chain output

### SCOPING

Mt Gibson Mining and Karara Mining Limited are Aurizon's customers in the Mid-west. Whilst Aurizon has a long and established working relationship with Mt Gibson, Karara Mining is a new project whose railway operations started in October 2012. Aurizon wanted to ensure that once the Karara service start, they would be in a position to meet the demand.

Few months prior to the launch of the first Karara trains, Aurizon undertook a review of the entire value chain.

Aurizon took the proactive approach to ensure that root cause analysis was installed into the business in order to drive continual improvements to the supply chain.

Aurizon was keen to encourage from the outset the use of transparent information amongst the different parties to optimise the planning of services.

### PROJECT APPROACH

The scoping exercise identified the processes and systems that were required to encourage parties to work together and focus on improving performance based on facts and data.

A Customer Service management and control system was implemented to enable all stakeholders to have a pro-active and collaborative approach to supply chain performance.

Building on previous project experience with Renoir, Aurizon has initiated the development of the proposed systems elements and we have been engaged over 11 weeks to support the full installation of the Customer Service Management and Control system.

All parties have contributed to the design of the solutions and a train tracking system where losses and significant train delays are captured and reported upon. With this information, stakeholders get together and discuss supply chain performance, identify improvements and take actions to optimise the supply chain output and stability.

By facilitating stakeholder engagement, Renoir has helped to create platform for transparent information sharing and root cause analysis.

## World Leaders in Sustainable Change

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