

Drive Operational Excellence with Superior, Sustainable Asset Performance

April 2013



 **GOLDCORP**

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• Goldcorp Overview

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• Lessons Learned

Introduction – Goldcorp

- Goldcorp is a gold producer engaged in the exploration, development, operation, of gold and other precious metal properties
- HQ in Vancouver and have mine operations in Canada, United States, Mexico and Central and South America
- With production of 2.39 Moz, Goldcorp is world's second largest gold producer,
 - And a goal to increase production to 4.2Moz (70% growth) in next 5 years
- Revenues: \$5,362M ; 14,000 Employee and Assets: \$30,662M; Market cap: \$26.57B



SAP Driven Innovation at Goldcorp



“Operational Excellence”



User Experience

Personas

- Simplify data entry & workflow
- Create a seamless & intuitive user experience
- Shorten the time to train users on SAP

Grow People

HR

Successfactor

- Provide next generation learning tools and content
- Better Track workflow metrics and performance
- Simplify HR operations and have one version of HR Data

**Grow People/
Grow Margins**

Analytics

HANA/ BI

- Need real time visibility into our business – not week old reports
- Take quick decisions by rapidly analyzing asset info, operational metrics, financial data

**Grow Production/
Grow Margins**

Mobility

Syclo Mobile Platform

- Bring content/ workflow to where our employees are (not the other way)
- Focus on user experience/ content and not on technology

**Grow Safety/
Grow People**

EAM Operational Excellence

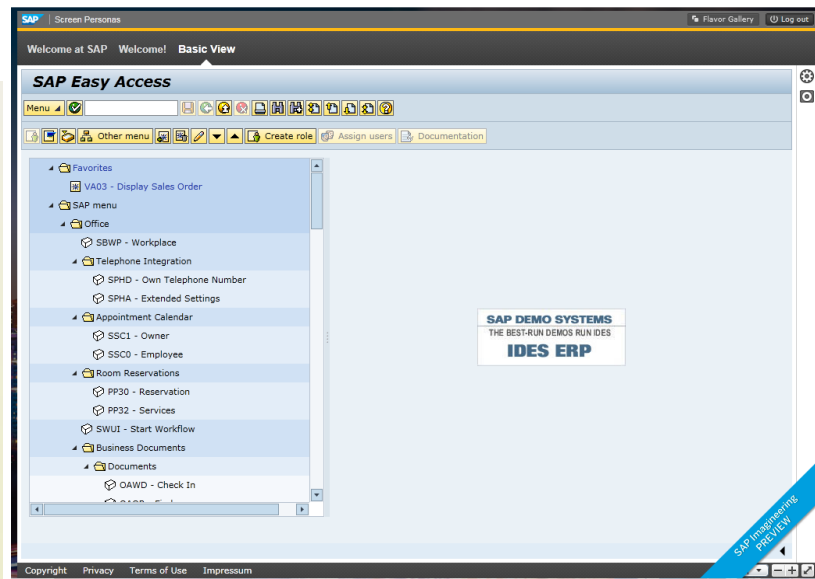
- Productivity
 - Leverage technology to improve day-to-day activities
 - Improve accessibility to SAP Screens
 - Improve data collection for Enterprise Reporting
- Paper-less
 - Adapt technology to print less e.g. Flexible forms for Audit
- Safety
 - Improve on Safety Tours, Incident and Audit processes



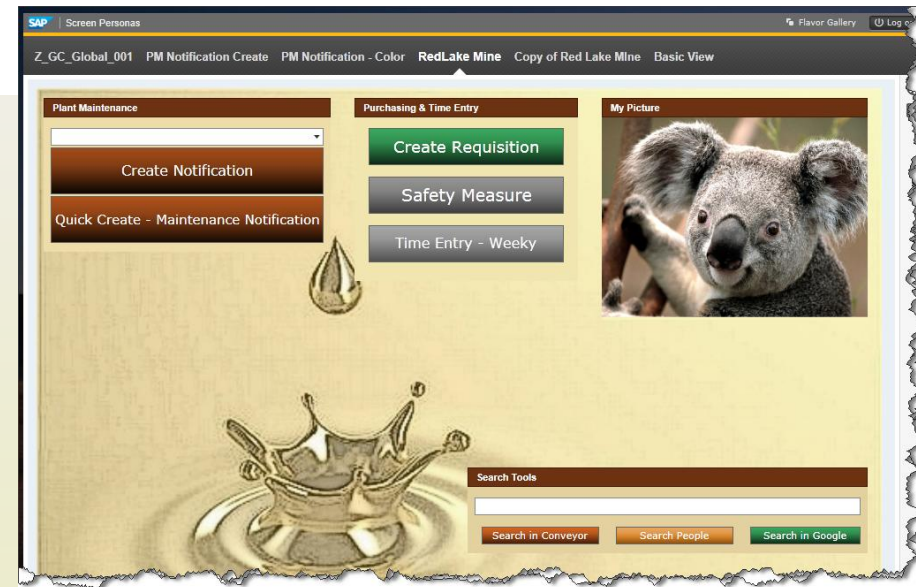
So What's the Big Idea?

'Quite simple actually!'

Changing Our User Experience
From This



To This



Introduction – Personas at Goldcorp



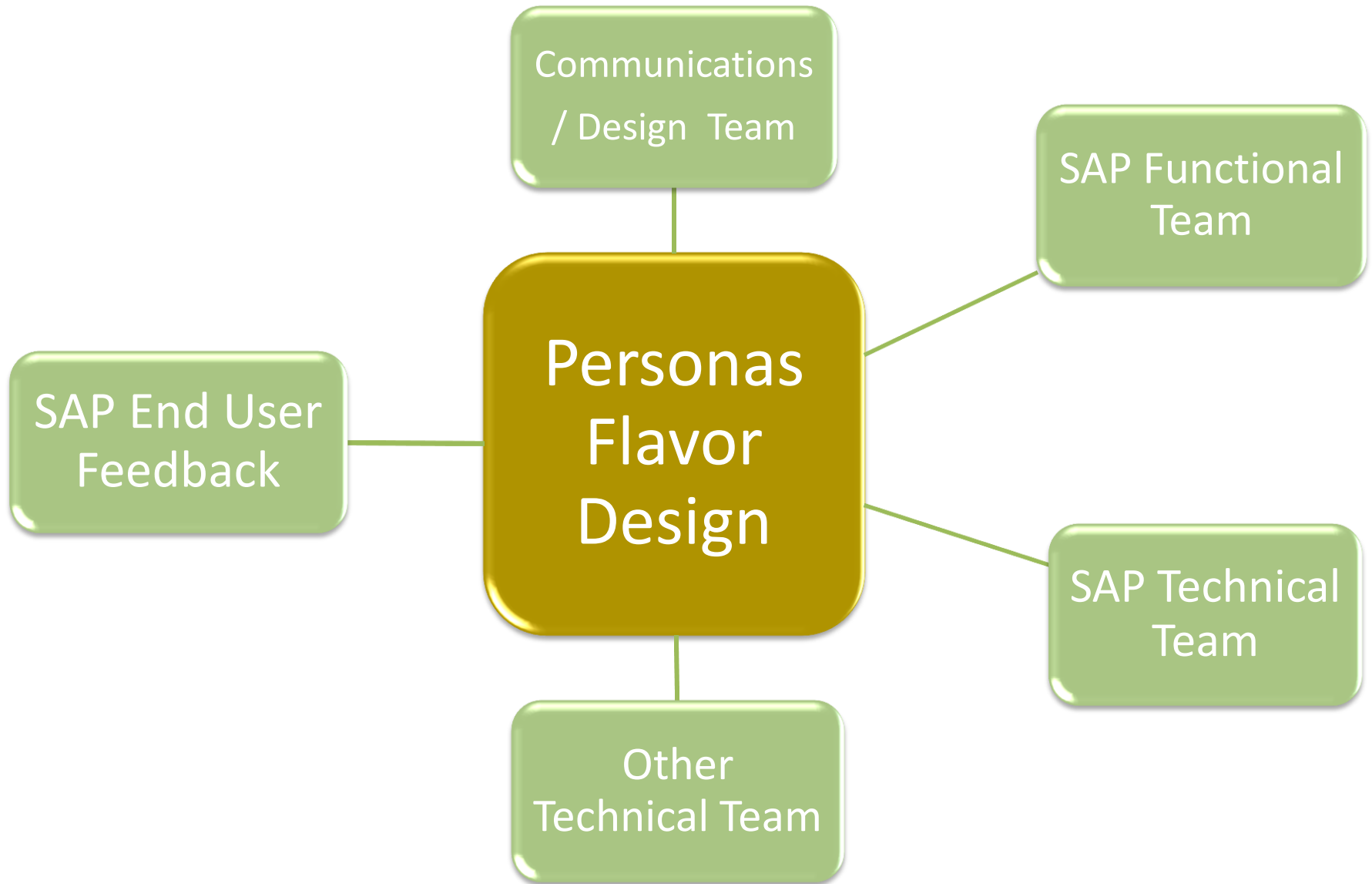
Casual SAP User @ mine sites

- Fast and easy – single page entry options
 - Safety
 - Time Entry
 - PM Notification
- Data selections as Radio buttons and check boxes to simplify the selection

User @ office location

- Ability to be able to access from the Goldcorp Portal (Conveyor)
- Single Sign-on to application
- Look and feel of SAP transactions

Planning and Concept



Planning and Concept

SAP | Screen Personas Flavor Gallery Log out

GC_Global_001 PM Notification Create PM Notification - Color RedLake Mine Copy of Red Lake Mine Sales and Distribution Red Lake - Finance

Bank

Customer

Vendor

Payments

Launch

Exchange Rates

Compare to: US Dollar (USD)

CAD	▼ -\$0.0011	\$1.0210 USD
EUR	▲ +\$0.0067	\$0.7695 USD
MXN	▼ -\$0.1346	\$12.6211 USD
GTQ	▼ -\$0.0045	\$7.7945 USD

Last Updated 2013-03-08 08:12pm EST

User's Flavor

Most used business functions

Any t-code launch facility

Scripts to perform routine tasks

Notes to remind and help

Widget with exchange rate

Planning and Concept

Use flavor as Home or Landing page



Use flavor as Transaction page



Personas Pilot Project

SAP | Screen Personas

Copy of Red Lake Mine PM Notification - Color JS Demo Basic View

Flavor Gallery Log out

Step 1 - Fill required fields

Refresh all Selection

Functional Location
10-21-46-22 **Get Func. Loc.**
Reid Shaft

Reported by
KALAIMA **Get my ID**

Request Description
test

Step 2 - Select Responsible Group

Electrical <ul style="list-style-type: none"><input type="radio"/> Communications - Radio, Leaky Feeder, Cameras, etc<input type="radio"/> Hoist<input type="radio"/> Mill / Surface<input type="radio"/> Process Controls - Instrumentation, PLC's, etc.<input type="radio"/> Underground	Mechanical <ul style="list-style-type: none"><input type="radio"/> Hoist & Stationary Surf. & U/G<input type="radio"/> Mills<input checked="" type="radio"/> Mobile Equipment<input type="radio"/> Surface Vehicles
Site Service <ul style="list-style-type: none"><input type="radio"/> Buildings, Road and Yard<input type="radio"/> Fire Protection Services<input type="radio"/> Plumbing & Heating/Cooling	Miscellaneous <ul style="list-style-type: none"><input type="radio"/> Timber Crew - U/G

Step 3 - Select Priority

Priority	Safety	Environment	Operations
P3 2 Weeks+	<input type="radio"/> Low Safety Hazard	<input type="radio"/> Low Environment Hazard	<input type="radio"/> Request for Maintenance or Construction
P2 2 - 13 Days	<input type="radio"/> Medium Safety Hazard	<input type="radio"/> Medium Environ. Hazard	<input type="radio"/> Production Critical - Alternate Equipment or Process Available
P1 0 - 24 Hour	<input type="radio"/> Immediate Safety Danger	<input checked="" type="radio"/> Immediate Environ. Danger	<input type="radio"/> Immediate loss of Production, Critical Equipment (Red)

Step 4 - Run Script

Create Notification

Notification 1100182383 saved

Responsible Group is mapped to SAP fields Planner Group and Main Work Center

Priority selection is mapped to SAP fields Coding and Priority

Personas Pilot Project

SAP | Screen Personas | Flavor Gallery | Log

RedLake Plant Maintenance RedLake PM Notification Basic View

Step 1 - Fill required fields

Refresh all Selection

Functional Location
10-21-46-21 **Get Func. Loc.**

Campbell Shaft

Reported by
KALAIMA **Get my ID**

Request Description
Test document for Redlake mine

Step 2 - Select Responsible Group

Electrical <ul style="list-style-type: none"><input type="radio"/> Communications - Radio, Leaky Feeder, Cameras, etc<input type="radio"/> Hoist<input type="radio"/> Milling / Surface<input type="radio"/> Process Controls - Instrumentation, PLC's, etc.<input type="radio"/> Underground	Mechanical <ul style="list-style-type: none"><input type="radio"/> Hoist & Stationary - Surf. & U/G<input type="radio"/> Mills<input checked="" type="radio"/> Mobile Equipment - Surf. & U/G<input type="radio"/> Surface Vehicles
Site Service <ul style="list-style-type: none"><input type="radio"/> Buildings, Road and Yard<input type="radio"/> Fire Protection Services<input type="radio"/> Plumbing & Heating/Cooling	Miscellaneous <ul style="list-style-type: none"><input type="radio"/> Timber Crew - U/G

Step 3 - Select Priority

Priority	Safety	Environment	Operations
P3 2 Weeks+	<input checked="" type="radio"/> Low Safety Hazard	<input type="radio"/> Low Environment Hazard	<input checked="" type="radio"/> Request for Maintenance or Construction
P2 2 - 12 Days	<input type="radio"/> Medium Safety Hazard	<input type="radio"/> Medium Environ. Hazard	<input type="radio"/> Production Critical - Alternative Equipment or Process Available
P1 0 - 24 Hour	<input type="radio"/> Immediate Safety Danger	<input type="radio"/> Immediate Environ. Danger	<input type="radio"/> Immediate loss of Production, Critical Equipment (Red)

Step 4 - Run Script

Create Notification

Script to list and get Functional Location

Script to get Creator's SAP User

Script allows the user to create Notification without leaving screen

Personas Pilot Project

Step 1 - Fill required fields

Refresh all Selection

Functional Location

bell

RedLake FL Basic View

Red Lake Functional Location List

10-11	Campbell Complex OP	F
10-21	Campbell Complex UG	G
10-21-20-01	Campbell Shaft Water System (PRV)	F 220 M05 00ME
10-21-46-03	Campbell Service Hoist Equip	F 246 10158
10-21-46-21	Campbell Shaft	F 246 M05 00M

Choose selected

Step 1 - Fill required fields

Refresh all Selection

Functional Location

10-21-46-03

Campbell Service Hoist Equip

Personas Pilot Project

RedLake Plant Maintenance **RedLake PM Notification** Basic View

Step 1 - Fill required fields

Refresh all Selection

Functional Location

10-21-46-21

Get Func. Loc.

Campbell Shaft

Reported by

KALAIMA

Get my ID

Request Description

Test document for RedLake mine

Step 2 - Select Responsible Group

Electrical

- Communications - Radio, Leaky Feeder, Cameras, etc
- Hoist
- Mill / Surface
- Process Controls - Instrumentation, PLC's, etc.
- Underground

Mechanical

- Hoist & Stationary - Surf. & U/G
- Mills
- Mobile Equipment - Surf. & U/G
- Surface Vehicles

Site Service

- Buildings, Road and Yard
- Fire Protection Services
- Plumbing & Heating/Cooling

Miscellaneous

- Timber Crew - U/G

Step 3 - Select Priority

Priority	Safety	Environment	Operations
P3 2 Weeks+	<input type="radio"/> Low Safety Hazard	<input type="radio"/> Low Environment Hazard	<input checked="" type="radio"/> Request for Maintenance or Construction
P2 2 - 13 Days	<input type="radio"/> Medium Safety Hazard	<input type="radio"/> Medium Environ. Hazard	<input type="radio"/> Production Critical - Alternate Equipment or Process Available
P1 0 - 24 Hour	<input type="radio"/> Immediate Safety Danger	<input type="radio"/> Immediate Environ. Danger	<input type="radio"/> Immediate loss of Production, Critical Equipment (Red)

Step 4 - Run Script

Create Notification

Notification document creation message from SAP

Notification 1100182393 saved

Personas Pilot Project

RedLake Notification Create Basic View

Notification Number	Notification Details	Action
Notification <input type="text" value="1100182392"/>	Functional loc. <input checked="" type="checkbox"/> <input type="text" value=""/>	<input type="button" value="Enter"/> <input type="button" value="Back"/>
Description <input type="text" value=""/>	Reported by <input checked="" type="checkbox"/> <input type="text" value=""/>	
Status <input type="text" value="OSNO"/>	Malfunc. start <input type="text" value="2013.04.11"/> Malfunc.end <input type="text" value=""/>	<input type="button" value="Save Notification"/>
User Status <input type="text" value="CRTD"/>	Coding M2 <input type="text" value=""/> <input type="text" value=""/>	
Order <input type="text" value=""/>	Planner group <input checked="" type="checkbox"/> / <input type="text" value=""/>	Order Action
	Main WorkCtr <input checked="" type="checkbox"/> / <input type="text" value=""/>	<input type="text" value=""/>
	Priority <input type="text" value="?"/>	<input type="text" value=""/>
		<input type="button" value="Create Order"/>

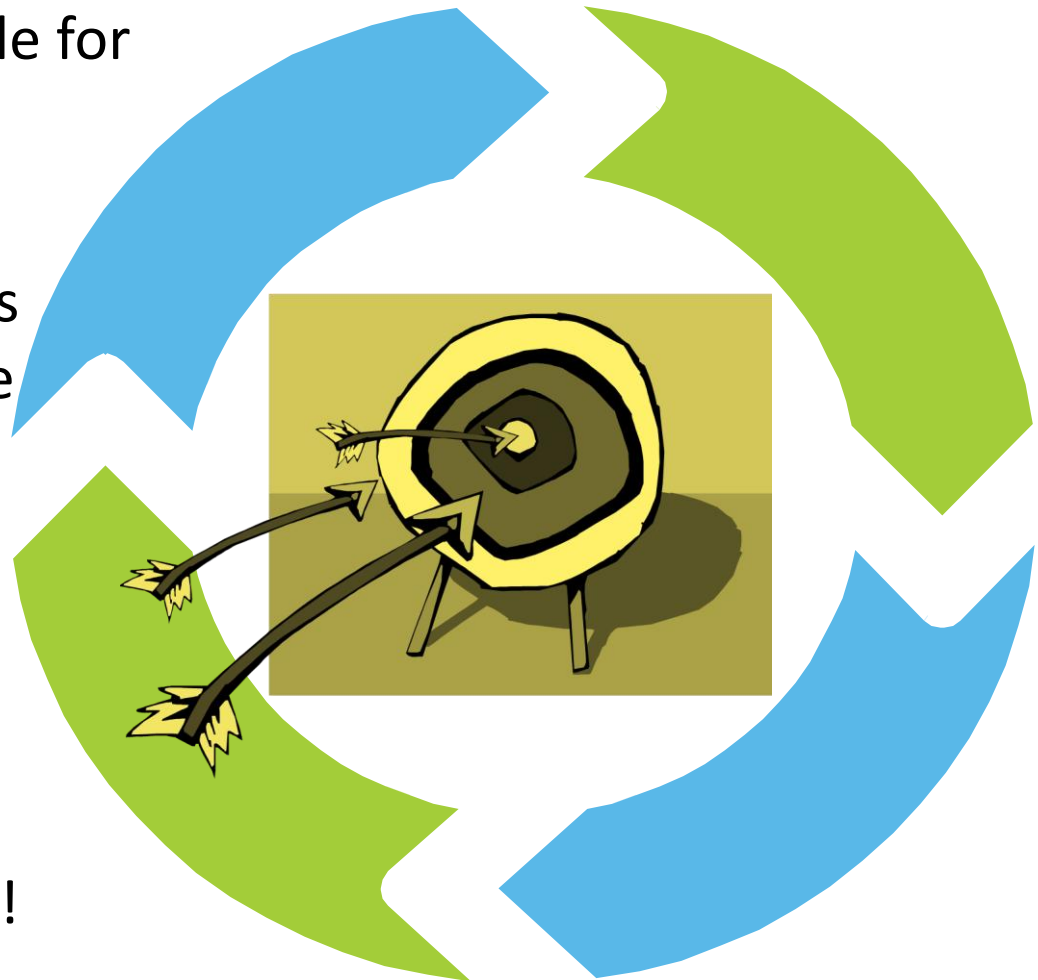
Text

Simplified Screen with only relevant information on screen



Lessons Learned

- Short Development Lifecycle for screen building were more successful
- Multiple design of Personas screens had great influence on end-user perception
- End-user participation key to success and engagement
- Importantly, simplicity is difficult but not impossible!



Reference

- Goldcorp
 - www.goldcorp.com
- SAP Community Network (SCN)
 - [SAP Screen Personas User Productivity](#)
 - [SAP Screen Personas – FAQ](#)
 - [SAP Technology Innovations Page in SCN](#)
- Microsoft
 - [Silverlight Home page](#)
 - [Microsoft Silverlight FAQ](#)