Drive Operational Excellence with Superior, Sustainable Asset Performance

April 2013

≡ GOLDCORP

1. •Goldcorp Overview

2. •Innovation at Goldcorp

3. •Personas Pilot Project

4. •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

CANADA

USA

MEXICO

GUATEMALA

DOMINICAN REPUBLIC

○ Operating Mines
☐ Development Projects

CHILE

ARGENTINA

SAP Driven Innovation at Goldcorp
"Operational Excellence"

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User Experience	HR	Analytics	Mobility
Personas	Successfactor	HANA/ BI	Syclo Mobile Platform
• Simplify data entry & workflow • Create a seamless & intuitive user experience • Shorten the time to train users on SAP	• Provide next generation learning tools and content • Better Track workflow metrics and performance • Simplify HR operations and have one version of HR Data	• Need real time visibility into our business – not week old reports • Take quick decisions by rapidly analyzing asset info, operational metrics, financial data	• Bring content/ workflow to where our employees are (not the other way) • Focus on user experience/ content and not on technology
Grow People	**Grow People/ Grow Margins**	**Grow Production/ Grow Margins**	**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!'

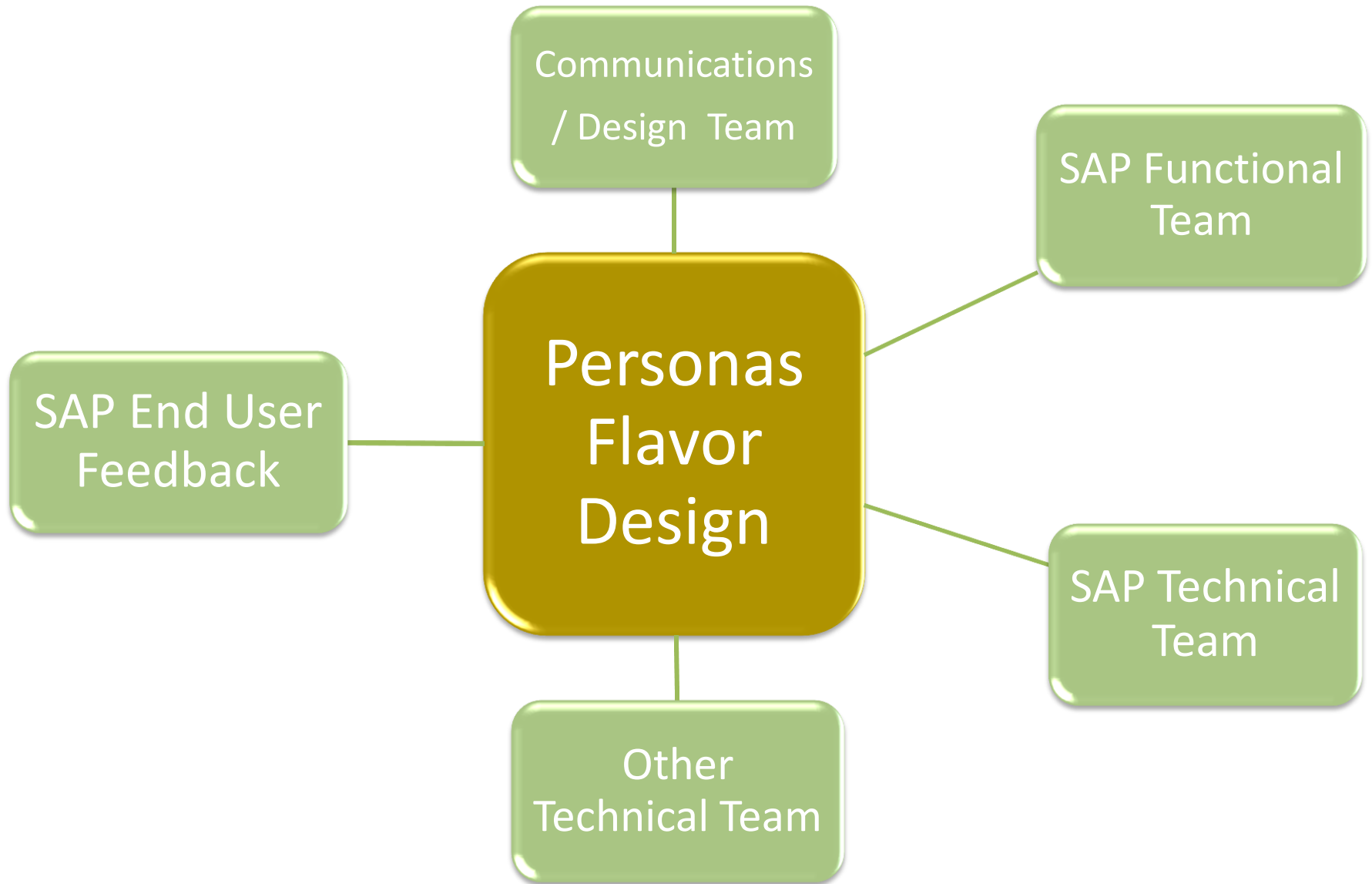**Changing Our User Experience From This**
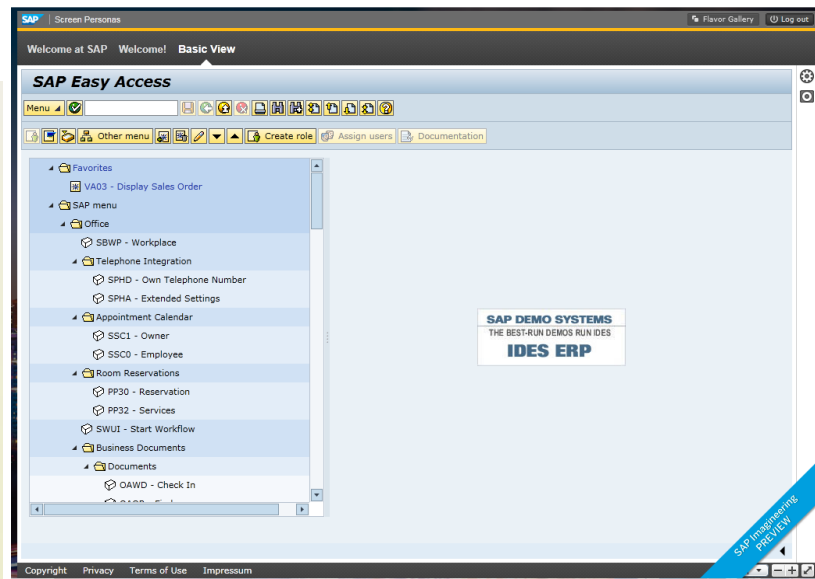
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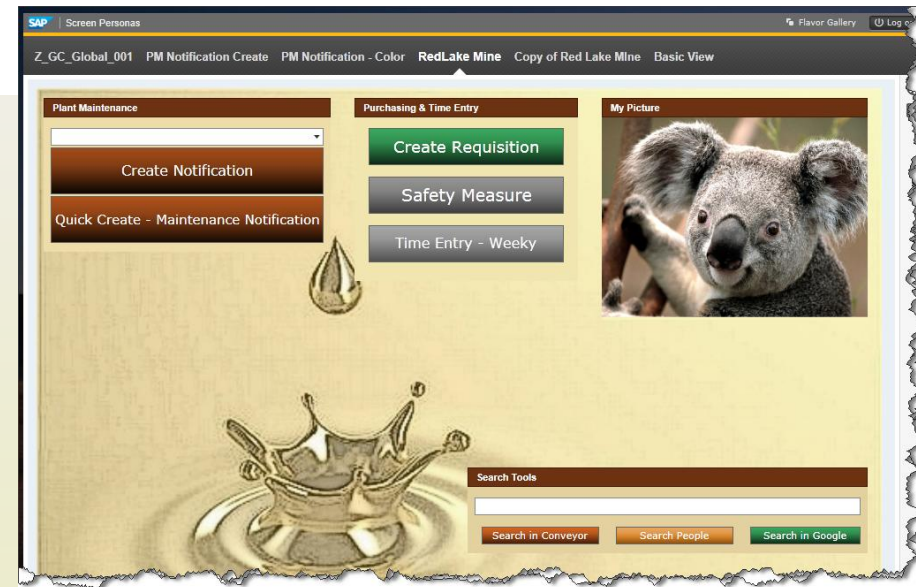
Introduction – Personas at Goldcorp

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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

Communications / Design Team

SAP Functional Team

SAP End User Feedback

Personas Flavor Design

SAP Technical Team

Other Technical Team

Planning and Concept

Planning and Concept

Use flavor as Home or Landing page

Use flavor as Transaction page

Personas Pilot Project

GOLDCORP

Personas Pilot Project

Personas Pilot Project

Personas Pilot Project

Personas Pilot Project

RedLake Notification Create Basic View

Notification Number

Notification 1100182392
Description
Status OSNO
User Status CRTD

Order

Notification Details

Functional loc.
Reported by
Malfunct. start 2013.04.11 Malfunct.end
Coding M2
Planner group /
Main WorkCtr /
Priority ?

Text

Action

Enter Back
Exit Cancel

Save Notification

Order Action

Create Order

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!
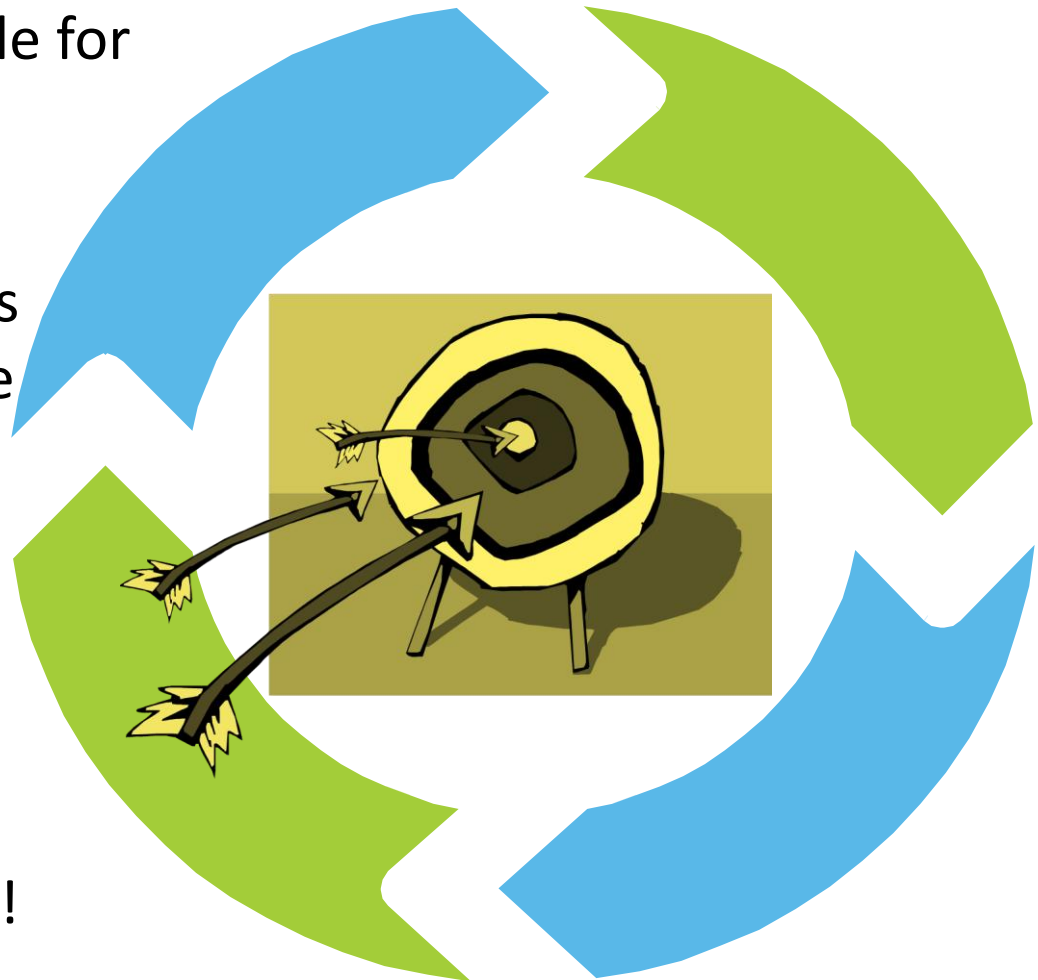
Reference

- 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