

CASE STUDY

Extracting Value with Iron Ore Company of Canada and TrueContext



RESULTS

- ✓ Improved safety standards
- ✓ Training compliance regulations met
- ✓ Reduced data entry time
- ✓ Cut down on paper waste

The Challenge

Iron Ore Company of Canada (IOC) is a leading North American producer and exporter of premium iron ore pellets and high-grade concentrate. Operations include a mine with five operational pits, a concentrator and a pelletizing plant located near Labrador City.

Sam Best, IOC's Superintendent of Training, Mine Operations and Mobile Equipment and Genevieve Cyr, the Superintendent of Training, Port, Rail, and Processing were tasked with providing training support to all other departments within the company.

Before TrueContext, training was done manually every day with paper forms and attendance sheets that took valuable time for admin to re-enter into their learning management system (LMS). This was combined with using a lot of wasteful paper, and a high chance of errors due to the volume of data entry.

This challenge was compounded as accurate training documentation is critical to meeting safety standards requirements and government legislation. Internal and external audits ensure that these standards are met, and inaccurate documentation could be disastrous.

Other forms solutions were first deployed but the lack of seamless integrations with their LSM and continued manual entry made IOC look for a better solution.

Data Process Workflow



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The Solution

TrueContext was deployed for training and compliance with a seamless integration with IOC's LMS. Every evening employee's information, training catalog, and a list of trainers are imported from LMS through an FTP site to populate TrueContext, to ensure accurate daily forms the next day.

Employees are then accessed with TrueContext using tablets. Once finished training is submitted, it will automatically upload to the FTP site and uploaded back to the LMS system.

The Benefits

The benefits of deploying TrueContext have been far-reaching. IOC is now able to reduce an extremely demanding workload on training admins by removing manual data entry to free up their time to spend on other projects. This has reduced wasted paper.

TrueContext has also helped them to create instant reports that are available for management and audits. This has meant removing the report backlog and inaccurate reports that led to stressful audits. Reports are now instantly available for management reports and audits. And, importantly, it has resulted in a safer mining operation as training is completed and properly documented.

WHAT'S NEXT?

IOC is looking to work with their LMS provided to build training activities in the LMS that export directly to TrueContext. They are looking to allow admins to automatically set up info about training events previously in LMS without needing to populate the information.

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