Creating a Dedicated Maintenance Team

Objective

Create a dedicated battery electric vehicle (BEV) maintenance team, including both electrical and mechanical technicians, to take the lead on all BEV-related issues.

Justification

At New Gold's New Afton mine, the electrical maintenance department was found to be the first point of contact for BEVs, since the bugs they were working through were typically electrical in nature.

BEVs are highly specialized equipment, so there was a need for a focused team that could triage issues and become the primary knowledgebase for BEVs in the maintenance department.

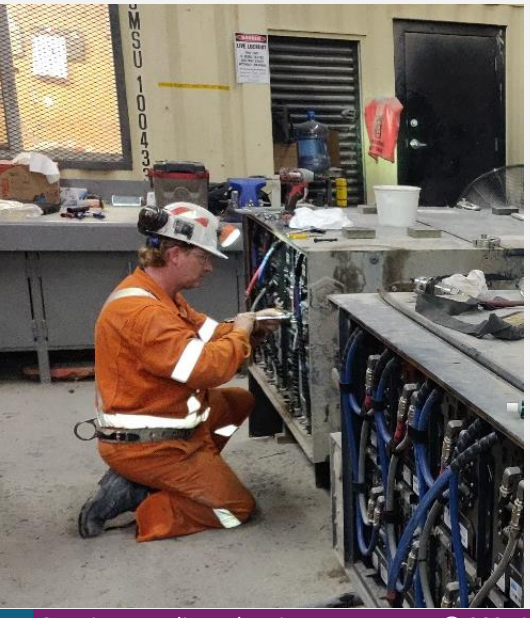
"I think the biggest success is a dedicated team that gets highly focused and highly intimate with the equipment, and has a vested interest in managing it and making a program successful"

Electrical Superintendent

Implementation

Implementing a new strategy always faces risks and challenges, some of the documented issues faced in creating a dedicated BEV maintenance team included:

- Defining clear responsibilities for each type of BEV maintenance activity between the dedicated BEV team and the traditional electrical and mechanical (mobile) maintenance teams.
- Defining how the teams communicate and integrate with the traditional planning and maintenance groups.
- Creating clear processes for organizing and documenting BEV-related work, e.g. defining which work order system different BEV issues belong to.
- Dealing with limited availability of human resources to support BEVs and service equipment.
- Handling the unexpected workload of HVAC maintenance planning and execution for the charger cooling equipment.



Progress to Date

The maintenance department are currently operating two crews in the dedicated BEV team, each with a supervisor, planner, electricians and mechanics.

The dedicated team takes responsibility for all preventative maintenance tasks, BEV troubleshooting and battery management, along with deploying the charging and power distribution infrastructure.

The dedicated team has led to significant improvements in first-response times for BEV troubleshooting and maintenance.