

Procuring OEM Support Technicians

Objective

Utilize OEM knowledge and communication lines to the factory through battery support technicians, to supplement in-house troubleshooting capabilities.

Justification

A battery as a service (BAAS) technician has access to the OEM's resources, such as advanced diagnostic software and error code definitions, as well as direct communication access to the factory engineering team. The BAAS technician augments and enhances New Gold's own troubleshooting capabilities.

Battery maintenance, module rebalancing and defining optimized charging schedules are all new activities with significant uncertainty and limited prior experience in the team. BAAS technicians take responsibility for the associated workloads and costs of battery management.

Lithium-ion batteries and BEV technology have not fully matured yet, until they have, BAAS technicians can be used to mitigate adoption risks.

Implementation

Initially BAAS technicians were only available on the day shift, this reduced the confidence by production supervisors on the night shift that their BEV-related issues can be handled promptly.

Early BAAS technicians lacked the hands-on experience for efficient troubleshooting of issues; however, their access to factory engineers bridged the gaps. As early adopters of BEV technology, expectations needed to be tempered for the commercial readiness of the industry and the availability of experienced technicians.

"We're nowhere near the plateau [in BEV technology], so I think there's value in having a company guy on hand"

Mobile Superintendent

Progress to Date

4 BAAS technicians report under the electrical maintenance group, and work closely with the dedicated BEV maintenance team and the production teams.

BAAS technicians were deployed 24/7 to cover the night shift, improving BEV availability and boosting the overall confidence in BEV performance.

