CITIC PACIFIC MINING

An org charting customer success story

SUMMARY

As the size of CITIC Pacific Mining's (CPM) workforce began to grow, their HR team identified the need for automation to manage their structure.

CPM was previously manually managed their org chart and explored several different options that would improve their data governance, hygiene practices and eliminate manual administration processes. They came across Navigo's OrgPlus Enterprise in 2009.

Navigo provided the CPM team with instant access to multiple org charts across the entire organisation, including the ad hoc creation of custom charts.

Fast forward to 2022 and the CPM team is still using Navigo's solutions. After 12 years of trusted partnership, their team decided to level-up their org charts by adopting our flagship org design tool, org.manager.

After a short implementation phase, the HR team was able to streamline workforce restructures, share/export reports using org charts and visualise their workforce with more sophisticated perspectives.

THE ORGANISATION

CITIC Pacific Mining, a major mining organisation in Australia with over 2,000 employees, manages the fully integrated, pit-to-port magnetite mining, processing and export mega-project in the Pilbara. CPM is a wholly owned subsidiary of Hong Kong listed company CITIC Limited, which is headquartered in Perth.

GOALS AND REQUIREMENTS

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Cleanse HRIS data	Improve HR data governance	Automate time consuming admin tasks
Better communication	Access an accurate, always current org chart instantly	Find a system that can scale with the business

THE CHALLENGE

Up to 2009 CPM manually maintained their org chart (primarily printing it out in Visio). CPM's wish list to improve their system included:

- Clear visual representation of employees and their positions
- Ability to print clear org charts
- User-friendly with an intuitive interface
- Ability to export information to PowerPoint and PDF
- Modelling capabilities
- Australia-based support
- Swift implementation period
- Previous local implementations with a user community

The growth of the business called for a new org chart solution that would introduce automation and a better governance process for data maintenance.

SCALING UP TO A BETTER SOLUTION
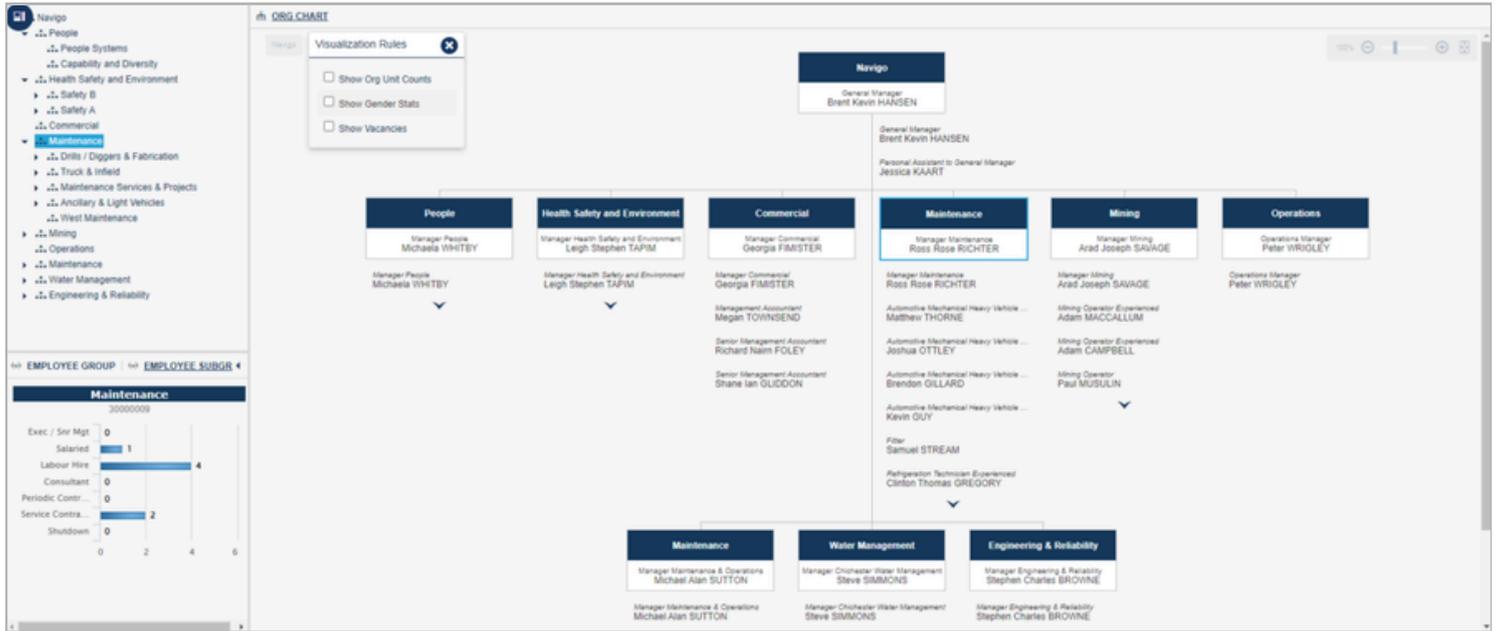
While OrgPlus Enterprise was able to meet all their requirements, upgrading to org.manager delivered:

- Visualisation Rules and Conditional Highlights – This function enabled them to see real-time changes in their org chart, see as much or as little information as required in the boxes, avoiding the need to create multiple perspectives.

- Updated look and feel – Manager's charts are more modern and professional. It's easier to navigate and more user-friendly.

- Search functionality – While OrgPlus Enterprise had a good search feature, org.manager's advanced search capabilities makes it a breeze to identify any employee or create lists based on certifications (e.g. first aid, snake handler, etc), locations or any information tracked in your HRIS.

TOP 3 WINS WITH ORG.MANAGER

Data Cleansing

org.manager enabled the CPM team to easily spot anomalies in their workforce data and with daily chart refreshes, their data is always up to date and stays relevant.

Consolidated Org Charts

With org.manager, the team can visualise more complex data in just one chart or dashboard, thanks to the advanced visualisation rules and conditional highlights.

Secure Collaboration

org.manager helps the HR team to work together securely, especially when it comes to 'future state' structures, including the testing and approval stages.

KEY USE CASES

- **Automate time consuming processes:** Providing a system that will enable ongoing changes to existing systems to reflect changes within the business.

- **Ensure an accurate source of truth:** Providing an easily accessible source of HR data ensures all workforce planning is based on up-to-date information.

- **Better visibility across the entire organisation:**
  - Roster view – Employees are now able to easily view what crews are aligned for each day.
  - Leave chart – Team leaders, supervisors and managers can easily identify leave liability and can quickly understand staff availability. This chart also provides individual users access to their own information (via restricted visibility rules).
  - Conditional formatting – Relevant metrics can be highlighted with colour (e.g., when an employee is onsite/offsite or has a week on/week off).
  - Identify roles – Use icons to show who is certified as a fire warden, first aider etc.

- **Excel export:** Download data in one click, allowing users to self-serve information rather than depend on HR. This functionality is also useful for bulk change management requests or as a useful audit tool for HR.

- **Future state scenarios:** Modelling restructure scenarios has helped their team to quickly create multiple, always up-to-date restructure proposals. Senior managers now feel that they can keep on top of approvals, saving them significant resources and ensuring that all decisions are based on data.

- **Vacancy tracking:** Mapping vacancies without org charts could be a labour-intensive process. org.manager has enabled the CPM HR team to effectively map vacancies, as well as provided the capability to swiftly export position data.

- **Better data control:** The HR team now has more control over their org chart, with the ability to freeze changes, restrict access and hide charts as required, for example during times of bulk change processing.

- **Complex reporting structures:** Advanced conditional formatting allows the business to represent complex reporting lines.

- **Secure data management:** The secure storing and sharing of HR data reduces security risks.

THE IMPLEMENTATION PROCESS

The CPM and Navigo team have both enjoyed working together, it's been an all-around amazing experience spanning over 14 years! All the deadlines were met on time and there was a great feedback loop across the teams which helped to speed things up.

org.manager currently has over 6,000 logins per month in CPM, which shows just how big an impact this platform has had across the organisation.
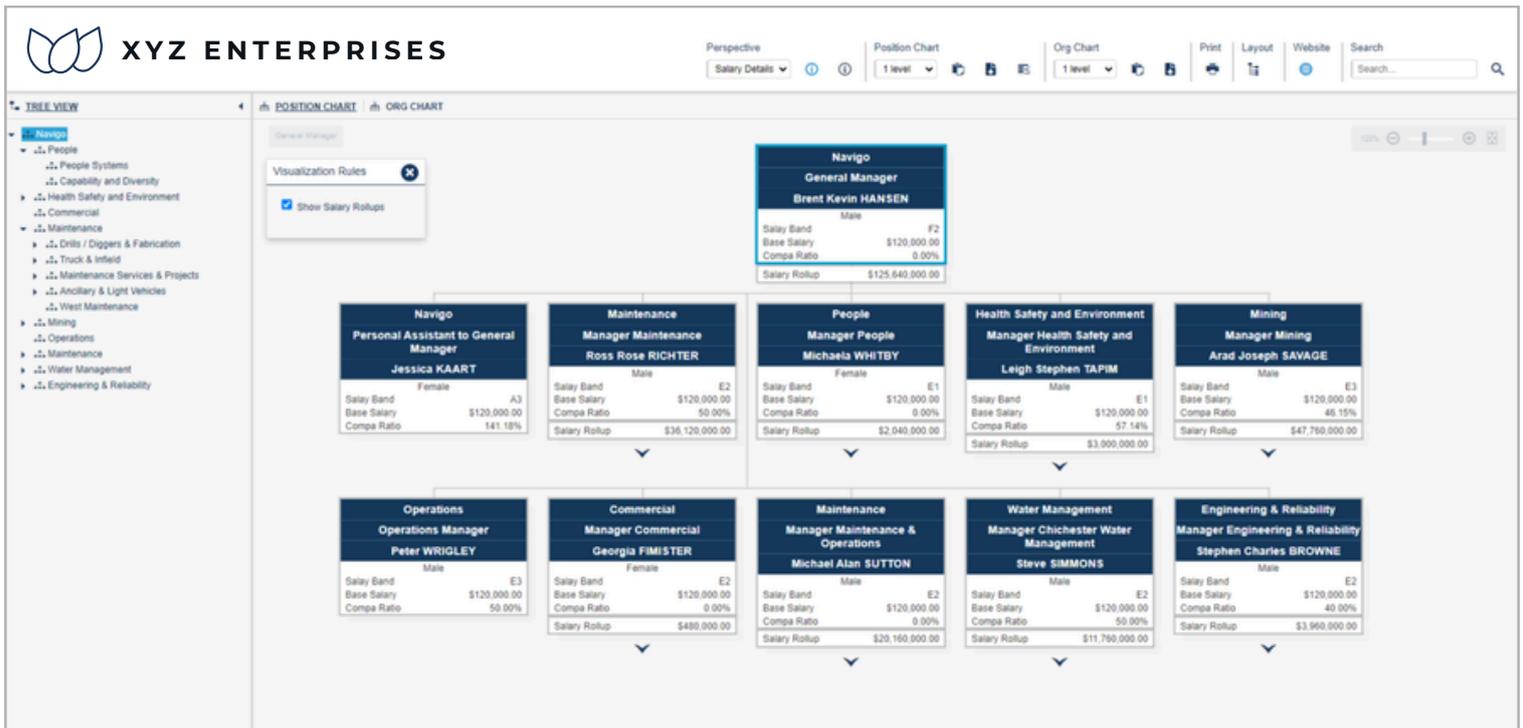
WHAT'S NEXT FOR CITIC PACIFIC MINING?

The Navigo team is working on building a Sunburst chart and a HR dashboard. Once these new views are configured, the CPM team will be able to save event more time by eliminating the last of their ad hoc HR spreadsheets.

To learn more about how an org design solution can help your organisation, book a demo.