



North American Gold Operation **Project** Profile

Real-time task management to cut
downtime in 24/7 operations



Sector
Mining & Minerals

Country
USA

Software
TCard

How TCard helped a gold processing plant in North America reduce missed tasks and improve handovers across shifts.

This North American site is a hard-rock gold operation, running continuously in tough conditions.

The processing circuit combines gravity concentration, gold and sulphide flotation, and leach/CIP (carbon-in-pulp).

Following a recent expansion, the plant's capacity increased. Keeping the plant running at that scale requires precision task management across multiple shifts.



When whiteboards weren't enough: the hidden cost of missed tasks

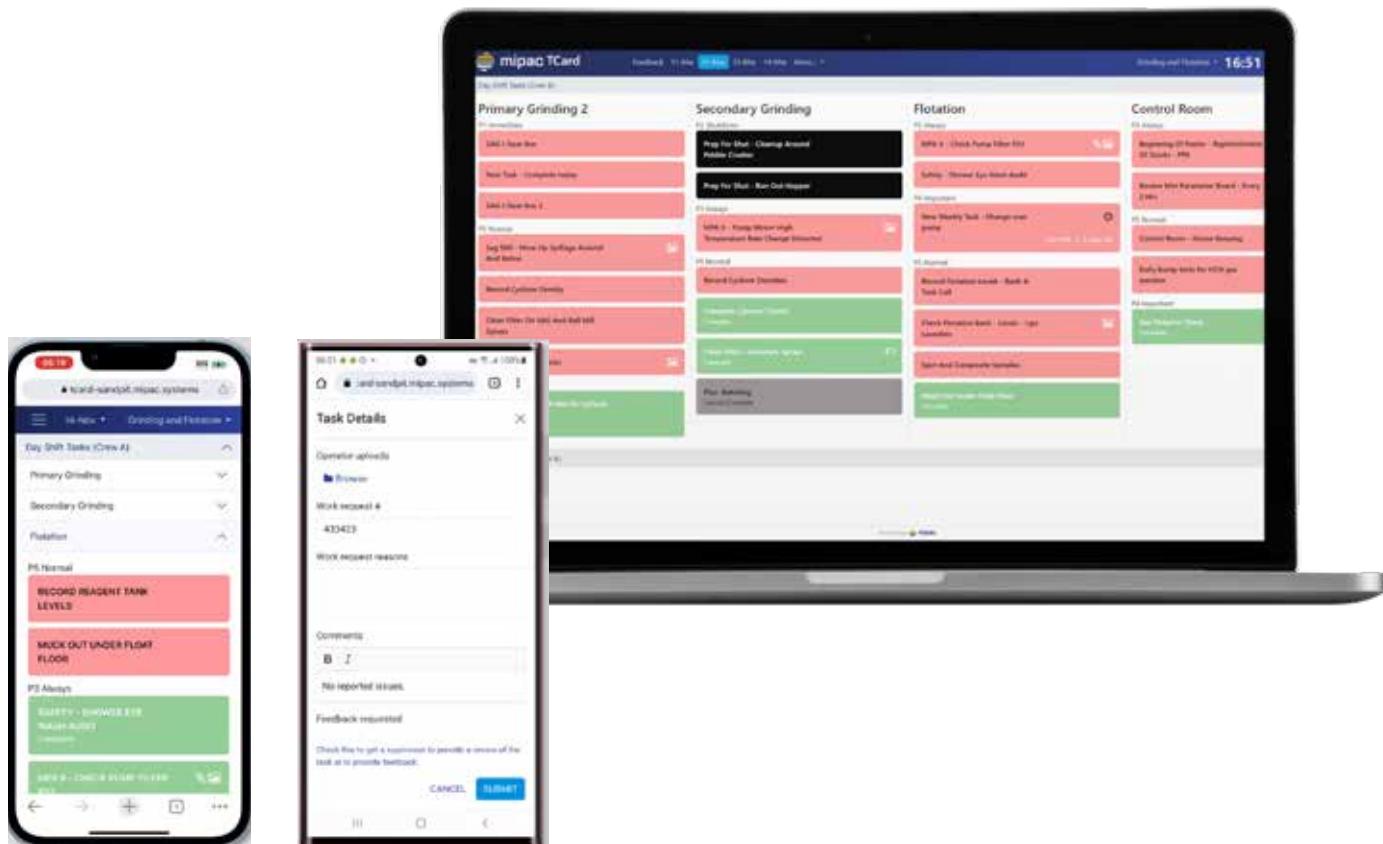
This site's Operations Superintendent leads supervisors and crews across 24/7 shift work. His role demands that nothing slips through the cracks.

Before 2020, though, the team relied on whiteboards, spreadsheets, and text messages to manage daily tasks. These familiar tools were not designed for

24/7 operations. The weak point was shift handovers where there was a risk of critical checks being overlooked, samples being delayed, and small mistakes compounding into costly downtime.

"Shift handovers were our weak point. Something simple - a missed pump check or delayed sampling, could set us back and trigger avoidable downtime."

The impact was cumulative. Supervisors were stretched, operators were frustrated, and accountability between shifts was unclear.





Digitizing the daily grind: how TCard became essential

In 2020, this site introduced TCard, Mipac's task management software tailored for continuous industrial operations. Initially, the processing team used it as a digital replacement for whiteboards. The tool quickly proved its worth and adoption to include water, operations and the assay lab.

Daily reviews of TCard soon became routine. The overdue task list provided immediate visibility into where processes were breaking down. Supervisors could chase outstanding work and identify patterns that highlighted deeper process issues.

Operators began adding photos to confirm task completion, using the comment function to provide context, and relying on the feedback request feature to raise concerns without waiting for a supervisor.

Today, TCard is woven into daily operations. Boards are displayed on screens in control rooms and reviewed at every handover. Tasks flow across shifts in real time, reducing the chance of duplication or missed work.

“TCard gave us a system that fits how we work. It’s as simple as a whiteboard, but far more powerful because everyone sees what’s done and what’s next in real time.”

Proven impact: from missed tasks to measurable gains

Five years later, TCard is embedded in this operation. It is part of daily shift reviews, referenced in production meetings, and serves as the single source of truth across teams.

Key outcomes include:

- Around **30% reduction in downtime** linked to missed tasks
- Cleaner, faster shift handovers with less backtracking
- Improved accountability, with operators and supervisors aligned on what's complete and what's overdue

"If a task isn't on TCard, it usually doesn't happen. That's how ingrained it's become."

The tool has also made onboarding easier. New operators gain a clear understanding of their responsibilities by reviewing TCard boards, which reduces the learning curve and builds confidence early.

For the Operations Superintendent, the biggest benefit is confidence:

"TCard gave us certainty. That confidence changes everything in 24/7 operations."



What keeps operators coming back

- **Transparency:**
Clear visibility into what's been done, what's next, and what's overdue
- **Flexibility:**
A fit-for-purpose system that matches the rhythm of 24/7 shift work
- **Accountability:**
Operators take ownership, supervisors track progress, and managers see performance in real time

The road ahead: scaling TCard beyond daily tasks

This client plans to extend TCard beyond day-to-day operations into shutdown planning and maintenance scheduling.

By extending the same shift-focused task management to maintenance workflows, the site expects even greater gains in reliability and fewer avoidable failures.

Why it matters: the case for digital task management

This North American Gold Operation shows how a purpose-built task management system can transform the daily running of a 24/7 gold operation. By digitizing shift handovers and embedding real-time visibility, TCard has helped them cut avoidable downtime, lift accountability, and embed continuous improvement into site culture.

**Cut downtime.
Boost accountability.
Get started today.**

Ready to move beyond whiteboards and spreadsheets?

Discover how TCard helps mining operations reduce downtime and manage 24/7 operations with confidence.

For more case studies and product comparisons, search 'TCard task management'.

Ready to see how TCard can transform your site?

Book a demo today and discover how real-time task management can help you minimize avoidable downtime and run your operations with confidence.

Just email sales@mipac.global and we'll be in touch.

28+ yrs
servicing the
mining industry

720+
projects
delivered

110
site/plant
operations

55
countries around
the world

At Mipac we go
beyond the solution



Optimizing plant performance through
the power of Operational Technology

sales@mipac.global
Tucson | Vancouver | Brisbane | Perth