



TCard

Track and coordinate tasks
in real-time within and
across shifts

September 2024



About TCard

TCard was born out of the need to develop a fit-for-purpose industrial task management solution to improve transparency and standardise regular task activities to increase production, safety and housekeeping.

TCard transforms task management by leveraging the simplicity and effectiveness of Kanban-style taskboards with software tailored specifically for 24/7 operations.

By replacing inefficient systems such as paper, whiteboards and Excel with TCard, you will experience enhanced communication and engagement, greater transparency and increased operational awareness.

Review feedback on tasks

Date

Task image

Processing unit

Plant area

Time

Menu

Task priority

Incomplete tasks in red

Shutdown tasks in black

Completed tasks in green

Primary Grinding

Secondary Grinding

Flotation

Control Room

TCard

Feedback | 22-Aug | 23-Aug | 24-Aug

Grinding and Flotation | 16:32 | Operator

Day Shift Tasks (Crew D)

P1 Immediate

New task - complete today

Test task generation

P2 Shutdown

Check cyclone spigot condition

P3 Always

MPA II - clean level probe on cyclone feed hopper

P1 Immediate

SAG 01 gear box 02 Complete

SAG 01 gear box Complete

P2 Shutdown

Prep for shut - cleanup around pebble crusher

Prep for shut - run out hopper

P3 Always

MPA II - pump motor high temperature rate change detected Complete

P3 Always

MPA II - check pump filter P23

Safety - shower eye wash audit

P3 Always

MPA II - check pump filter P23

Review met parameter board every 2 hours

Record - plant operating changes Complete

Beginning of roster - Replenishment of stocks - PPE Complete

TCard Home

Task List

Insights

Manage Templates

File Browser

Plant Hierarchy

Shutdowns

Settings

Users

Contact Mipac

Sign out

Features and benefits



Consistent operational procedures.

Each task card contains detailed procedures with tables, images and files, ensuring all operators consistently perform assigned tasks. Operators flag outdated procedures using the “feedback requested” option, so your operation always follows the most current practices.



Real-time coordination and escalation.

Operators can update task status, upload images, request assistance and provide commentary, all whilst in the field. This two-way communication ensures that any complications are documented, allowing teams to respond quickly and effectively to operational issues.



Comprehensive task tracking.

Shift-focused task boards provide visibility into every current operator activity across each plant area, ensuring that all tasks are monitored and managed efficiently. This prevents missed tasks and avoidable downtime.



Operational performance insights.

By capturing and tracking critical activities like equipment breakdowns and shutdowns, TCard maximises production and minimises downtime, saving you time and money.

The screenshot displays the TCard interface for a 'Day Shift Tasks (Crew 0)' on August 24th. The interface is divided into four main sections: Primary Grinding, Secondary Grinding, Flotation, and Control Room. Each section contains a list of tasks with their status and priority. The Primary Grinding section shows tasks like 'New task - complete today' and 'Test task generation'. The Secondary Grinding section shows tasks like 'Prep for shut - cleanup around pebble crusher' and 'MPA II - pump motor high temperature rate change detected Complete'. The Flotation section shows tasks like 'MPA II - check pump filter P23' and 'Safety - shower eye wash audit'. The Control Room section shows tasks like 'MPA II - check pump filter P23' and 'Review met parameter board every 2 hours'. The interface also includes a top navigation bar with the TCard logo, feedback options, dates, and user information.

Why choose TCard?

What could missing a safety or operational task cost your operation?

A task missed today rarely causes an immediate problem, but it can lead to issues tomorrow or even a month later.

TCard enables your entire operations team to see the status of every task, across all shifts and departments, ensuring that today's missed tasks don't become tomorrow's problem.





What our customers say about TCard



**MOUNT ISA
MINES**

“Mining & Processing operations are inherently different to other industries and we needed a product that could meet our needs rather than fitting our business around the product. TCard helped solve a number of challenges, some obvious from the outset and other that became obvious once resolved. Sharing the load, standardising the approach and giving our Operators continuous input into the tasks continue to be the key to the success we’ve achieved.”

Mark Peterson

Manager - Maintenance
Mount Isa Mines, Glencore



“We’ve noticed the coordination between the Superintendents, supervisors and the operators has improved a lot. Now we are getting a lot of feedback from the operators. Because we have a TCard email that comes with all the comments, we tend to pick up very important feedback...I like TCard as a system, it’s quite straightforward, it’s simple and it’s functional.”

Marvin Muller

General Manager Processing
KTC, Kamoto Copper Company S.A.



How TCard Compares

Features	TCard	Manual (Paper, Spreadsheet)	Off-the-shelf Task Tools	ERP or Maintenance System
Roster Understanding Recurring tasks automatically scheduled to suit industrial specific shifts, rosters, and work patterns	✓	✗	✗	✓
Purpose Built for 24/7 Operations Supervisors can distribute tasks among teams working around the clock	✓	✗	✗	✗
Plant Hierarchy Clear assignment of tasks linked to the plant hierarchy	✓	✗	✗	✓
Templated Procedures Ensure consistency in task completion by incorporating templates and linking them to established standard operating procedures	✓	✗	✓	✓
Operator Feedback Inbuilt provision to request (and receive) feedback	✓	✗	✗	✗
Daily Summary Daily email summarising work performed, issues encountered, and any feedback required	✓	✗	✗	✗
Shutdown Management Dynamic tasks based on scheduled equipment shutdowns	✓	✗	✗	✓
Opportunistic Shutdown Tasks Create tasks to take advantage of unscheduled downtime	✓	✗	✓	✗
Ease of Use Simple user interface with colour-coded statuses	✓	✗	✓	✗
PRICING				
Unlimited Users, Unlimited Tasks Annual site licence with unlimited users, unlimited tasks	✓	●	✗	✗
Rapid Implementation Included Rapid implementation to match your current operation and existing tasks is included in the first year pricing	✓	✗	✗	✗

Did you know?

We already have an existing ERP (SAP, Elipse, etc) as an enterprise standard. Why would we need TCard?

TCard is designed to complement and enhance your existing ERP system, not replace it. While ERPs are powerful for managing enterprise-wide data, they often lack user-friendliness for operational teams and can be challenging to onboard new team members.

TCard fills this gap by providing an additional layer of operator-direct information, specifically tailored for day-to-day activities within minerals processing and mining plants.

How long before we can use TCard?

Your TCard application typically takes as little as two weeks to be up and running within your operation.

Can on-site training be included in the implementation process?

Yes, absolutely! While our standard Rapid Implementation Service is delivered remotely, we understand the value of on-site training for some clients.

If desired, on-site training can be incorporated into the implementation process to provide your team with hands-on support and personalised guidance. Please contact us to discuss your particular requirements.

What support is provided?

We understand that different customers have different support needs, which is why we offer two levels of support.

Our standard support package is designed for customers who need basic support, while our premium support package is ideal for customers with more complex needs or customised solutions.



We believe in working together with our clients and partners to achieve their goals.

At Mipac we go
beyond the solution

Brisbane | Perth | Vancouver | Tucson

+61 7 3212 5600
sales@mipac.com.au

mipac.com.au

With more than

730

projects delivered worldwide

over the past

3

decades, we've worked in

more than

55

countries around the globe

for more than

110

clients across the globe

with a team of

180

experts dedicated to projects like yours