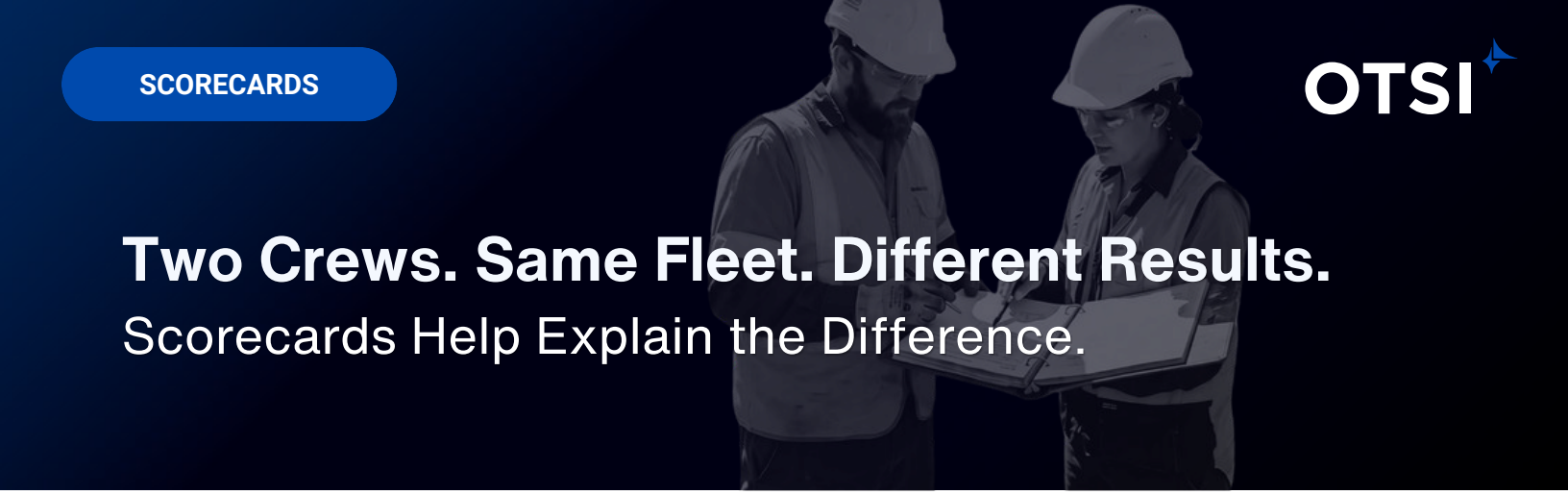
SCORECARDS

OTSI



Two Crews. Same Fleet. Different Results.

Scorecards Help Explain the Difference.

Broad KPIs Don't Show Which Behaviours Need to Change

Broad production measures can hide the operating behaviours behind the number. Payload, cycle time, spotting time, loading rate, dig time, hang time, assignment efficiency and delay follow-up all influence how the shift performs. **OTSI Scorecards organizes those measures around the people and roles that can influence them.**

Why This Matters to Operations Leaders:

Two crews can work the same fleet under similar conditions and deliver different results. Production numbers identify the variation, while role-level measures help leaders understand its source.

Scorecards creates a common performance language across the operation. Expectations become clearer, coaching more focused, and teams can better connect their work to what the mine plan is trying to achieve.

How Scorecards Strengthens Performance

1. **Set clear performance measures**
   Configure measures around the role, asset, material type, operating area or site priority. Expectations become specific enough to guide day-to-day performance.

2. **Make role-level performance visible**
   Give operators, dispatchers, supervisors and crews a clearer view of the measures connected to their work and how those measures contribute to the shift result.

3. **Focus coaching on specific gaps**
   Use performance measures to identify where coaching is needed. Supervisors can address a specific behaviour or operating measure instead of relying on broad feedback.

4. **Reinforce consistent execution**
   Apply common performance expectations across crews and shifts so teams understand the standard and leaders can see where performance varies.

SCORECARDS

OTSI

Part of the OTSI Performance Management Platform

OTSI-SIC
Real-time dispatcher decision support

Scorecards
Operator, dispatcher & crew performance

FMS Health
Data integrity & system reliability

Notifications
Trigger-based alerts and escalation



What Leaders Gain:

Clearer performance insight
Stronger accountability at the frontline
Better coaching and intervention



What Frontline Teams Gain:

Clearer expectations
Better day-to-day ownership
Stronger shift discipline

Scorecard Capabilities

Operator Scorecards

Track measures including payload, cycle time, spotting time, utilization and operator-level haulage performance by shift, along with loading rate, dig time, hang time and delay-related performance measures that help supervisors understand shovel execution.

Dispatcher Scorecards

Track assignment efficiency, delay follow-up, routing decisions and other dispatch-related measures tied to day-to-day fleet performance.

Configurable Operational Measures

Configure scorecards by asset, area, material type, role or site-specific performance objective so the measures reflect the operating context.

Performance Alignment Tools

Connect role-level activity to operating targets so teams can see how daily execution contributes to the production result.

Four solutions.
One integrated performance management platform.

Purpose-built for mining operations, OTSI combines in-shift decision support, Fleet Management System optimization, structured response management, and performance insights to help teams improve operational control, consistency, and production outcomes.

