



CASE STUDY

Lean Powered Mining Excellence

Transforming Mining Logistics, Safety & Performance Through 5S



Background

Located in NSW's Hunter Valley, **Yancoal's Mount Thorley Warkworth (MTW)** open-cut mine produces ~12 million tonnes of saleable thermal and coking coal annually.

The **Yancoal MTW** Mine Warehouse team has driven a Continuous Improvement and capability uplift program over the past four years.

To accelerate progress, North St Partners was engaged last year to deliver their **'5S Accelerator Program™'** to further enhance their Lean capability, workplace flow and performance.

Benefits

- The targeted 5S Accelerator™ implementation has helped deliver significant, measurable performance improvements across safety, accuracy, and customer satisfaction:
- Streamlined receiving, storage, and retrieval workflows significantly improved stock precision and traceability.
- Site customer satisfaction scores surged as a direct result of faster turnaround times and reliable service.
- Industry-Leading Recognition: External suppliers and industry leaders have praised the warehouse layout and operational flow as "the best they've ever seen."

Impact

- Improved inventory accuracy and warehouse traceability standards
- Enhanced safety culture with reduced workplace risks
- Faster customer service through streamlined warehouse operations
- Enhanced Lean Culture and Capability delivering further benefits beyond 5S





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The Customer Perspective

"The 5S Accelerator Program delivered by North St Partners has been a key driver in transforming our warehouse operations at MTW. Their practical, hands-on approach enabled our team to build strong Lean capabilities while embedding sustainable 5S practices into our daily operations."

The results have been outstanding. We've seen significant improvements in warehouse organisation, inventory accuracy, workflow efficiency, and overall safety performance. Just as importantly, the program helped foster a culture of ownership, accountability, and continuous improvement across the team.

The coaching and support provided by Andy Olrich and the North St Partners team ensured our people were equipped not only to implement change, but to sustain and build upon it. Today our warehouse is regularly recognised by both internal stakeholders and external suppliers as a benchmark operation, and we are proud of what the team has achieved.

I would highly recommend North St Partners to any organisation looking to enhance operational performance and develop lasting continuous improvement capability."



RYAN JONES

WAREHOUSE
SUPERINTENDENT



Meet Andy Olrich

North St Partners

North St Partners is a Business Process Improvement advisory and support service helping organisations solve real problems, improve processes and build lasting capability within their teams.

Working across Mining, Manufacturing, Supply Chain, Ports and Logistics, Utilities, Health, Government Services and Engineering Trades, we provide specialist advice, training and hands-on support focused on creating practical, sustainable improvement.

At the heart of North St Partners is Andy, a strategic Business Improvement and Lean specialist with more than 20 years' experience in Operational and Process Improvement leadership. With an energetic, people-focused approach, Andy works alongside organisations to empower their teams, strengthen capability and turn improvement opportunities into meaningful change.

An international speaker, coach and co-host of the Lean Solutions Podcast, Andy brings a wealth of experience and a genuine passion for helping people achieve better outcomes, now and into the future.

Ready to transform your inventory management & strengthen your Lean culture?

Get in touch.

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/north-st-partners