mapped out solutions®

mos | Consultancy®

We coach the operating system into the way you run.

Operational reviews & MOS coaching.

We will always have a plan.

mos | Consultancy®

At Mapped Out Solutions, we understand that having the right systems and processes in place is only part of improving operational performance.
That is why MOS Consultancy works alongside your teams to understand how leadership behaviours, rhythms and routines work in practice, then helps close the gaps between what is planned and what actually happens on the floor.

What mos | Consultancy® offers

MOS Consultancy combines practical operational reviews with hands-on coaching, helping organisations understand their current state, identify opportunities for improvement and embed more consistent ways of working.

Here's how it supports your operation:

- A clear current-state picture
  Understand how leadership behaviours, operational routines and everyday execution compare with what good looks like.
- Insights from the floor
  Our specialists work alongside teams across real shifts, observing how work is planned, coordinated and managed in practice.
- Prioritised next steps
  Turn findings into clear recommendations and a costed plan that helps teams understand what needs to happen next.
- Coaching that makes change stick
  Work directly with floor leaders to strengthen behaviours, routines and operational discipline until improvement becomes part of the everyday shift.

Working alongside teams to understand how operations really run.

Key services for operational improvement

- Embedded operational reviews
  A MOS specialist works alongside a department across consecutive weeks, gaining a practical understanding of how the operation really runs.
- Leadership & shift observation
  Supervisors are shadowed across day and night shifts, with pre-starts, handovers and operational meetings observed and reviewed.
- Plan-Do-Check-Act review
  Assess leadership behaviours, operational rhythms and routines through a structured approach focused on practical improvement.
- Compliance to plan
  Review coordination, collaboration and how teams respond to variance to help protect availability and operational performance.
- Rhythms & routines
  Assess meeting cadences and leadership routines to improve alignment, purpose and consistency across the operation.
- Documented recommendations
  Receive a clear current-state review covering strengths, gaps, priorities, recommended actions and costed next steps.

This is about understanding how your operation really works, then helping your people turn good systems into consistent everyday behaviours.

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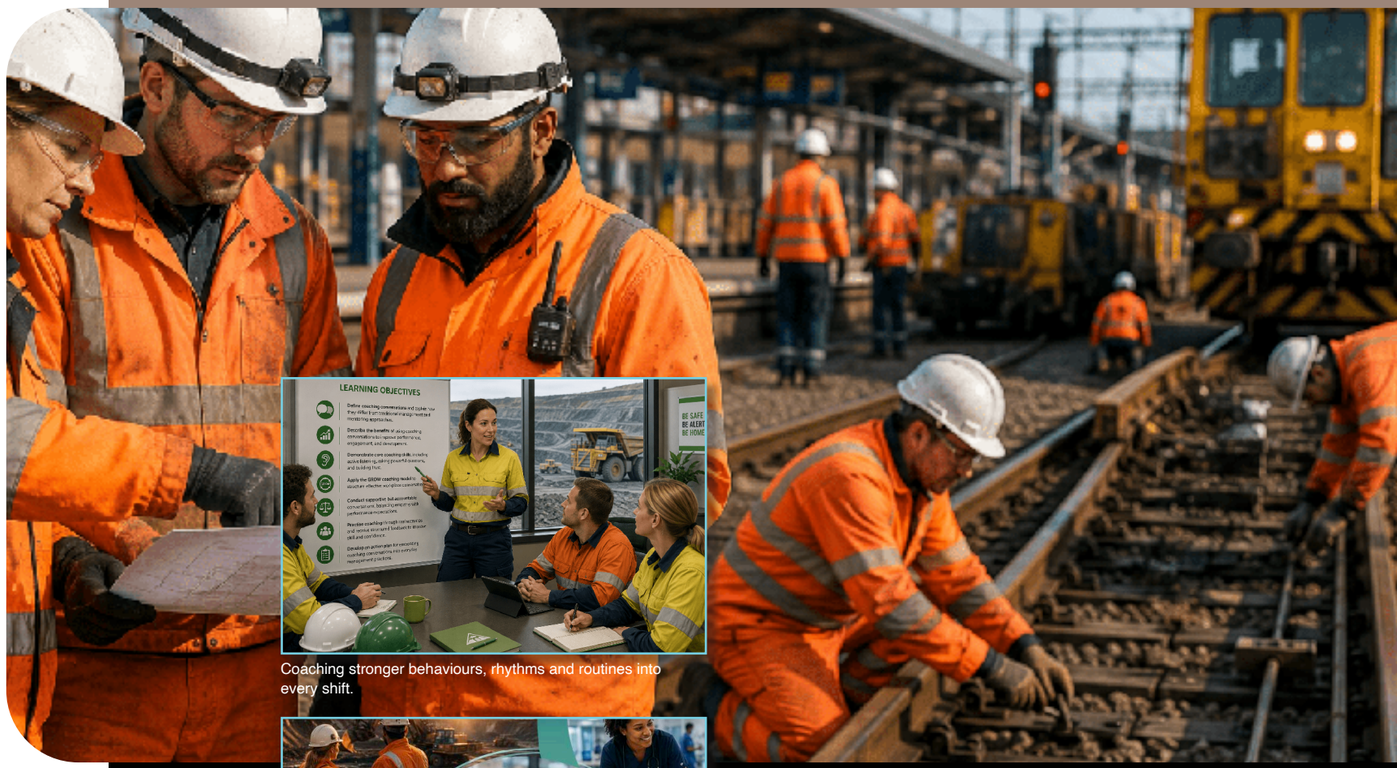
Why choose mos | Consultancy®

- Embedded, not a desktop audit
  Our specialists work alongside your teams, observing the real operation rather than assessing it from a distance.
- Built around your operation
  Every review considers the behaviours, routines and operational challenges specific to your site and teams.
- Practical recommendations
  Findings are translated into prioritised actions and a costed next-step plan, giving teams a clear pathway forward.
- Coaching beyond the review
  Support does not have to end with the report. Follow-on coaching helps leaders embed stronger behaviours and ways of working.
- Experience where it matters
  Our approach has been applied across major Australian coal operations, supporting both open-cut and underground environments.



Coaching stronger behaviours, rhythms and routines into every shift.

Turning real-world observation into practical, achievable improvement.

Improvement made practical

With MOS Consultancy, organisations are better equipped to understand their current state, strengthen leadership behaviours and build operational rhythms that support lasting improvement. At Mapped Out Solutions, We will always have a plan, and we are here to help you do the same.

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Ready to understand what is really happening on the floor?
Talk to us about an operational review and discover how MOS Consultancy can help turn your systems, processes and plans into more consistent everyday performance.
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