

# Enhancing Operational Efficiency for a Major Athletic Apparel Supplier



## ABOUT THE CLIENT

Our client is a global leader in athletic apparel and footwear. To maintain their position at the forefront of the industry, they rely on a global Partner Studios team. This team collaborates with each of the client's business sectors, managing the creation of product content from organizing photo shoots to setting up virtual reality displays for retail stores.

## Challenge

The client faced challenges related to business continuity and process documentation across Partner Studios. Varying teams and leadership structures resulted in inconsistencies in processes, with no standardized templates in place to ensure operational consistency.

Many employees felt overburdened by their workload and could not create proper process documentation. This intense focus on daily tasks caused team members to lose sight of long-term goals.

Co-employment challenges were also an issue. Unclear delineation of responsibilities led to confusion over who should handle performance management tasks.

## Solution

Evergreen created and validated cross-functional documentation to guarantee 100% business continuity across the client's Partner Studios. Additionally, we implemented a multifaceted support model tailored to their needs:

### Invaluable Operational Support

Evergreen assumed responsibility for the day-to-day management of the client's global Partner Studios team. We relieved stakeholders of operational burdens, offering them the breathing room they needed to focus on overarching business objectives.

### Performance Excellence

We implemented 1:1 cadences and review frameworks to streamline performance evaluations, identify process bottlenecks and other obstacles, and foster a culture of accountability and continuous improvement.

### Streamlined Onboarding and Training

Recognizing the importance of skill development and standardization, Evergreen built out customized onboarding processes, training initiatives, comprehensive training guidelines, and competency assessments.

### Legal Peace of Mind

Evergreen put our client's legal worries to rest by installing clear co-employment parameters.