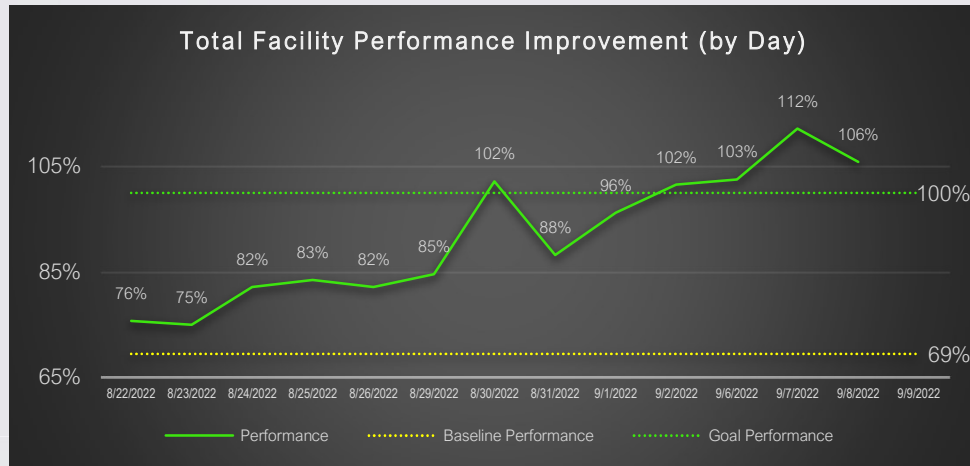


THREE WEEKS TO EXCEED MAX PERFORMANCE

See how CONTINUUM improved building performance past goal in under three weeks for a Premier North American Outdoor Sporting Goods Distributor



Project Data

Client: Premier North American Outdoor Sporting Goods Distributor

Location: Nevada, United States

Timeframe: 3 weeks

Key Project Factors: Management, routine, and staffing challenges were driving increased labor costs and negatively impacting productivity within the facility. Direct Augmentation of the client's on-site leadership team and the implementation of performance management improvements was critically needed to support immediate and sustainable operational effectiveness. Continuum was tasked with ensuring business needs were achieved, operational initiatives were executed successfully and leadership teams were properly supported across the distribution facility.

The Challenge

A major leadership change at the client's distribution center following the successful installation of a CONTINUUM Labor Management program hindered the continued performance, utilization and efficiency improvement within the facility. Most importantly, building performance had not yet achieved and exceeded 100% goal levels which was a critical requirement to achieve the client's operational goals and facility metrics around productivity, throughput and reduced operational cost. The loss of key facility leadership previously trained in the tools and tactics around effective labor management and a need to successfully integrate new leaders into the program, created challenges to meet the business needs of the facility. CONTINUUM was requested to augment on-site leadership and take control of overall operational management of the facility to support a successful leadership transition plan, increase individual, department and facility performance to goal levels and expand training requirements for existing and new managers and site leadership on operational efficiency tactics and effective change management.

The Approach

Operational tools, developed during the Labor Management implementation, were effectively leveraged to quickly transition facility culture from a through-put focus to a performance focus. CONTINUUM custom performance coaching tools, daily and intraday staffing models, staff-by-performance tactics, and labor utilization management were all main drivers for results which complimented the associate leadership and facility management CONTINUUM augmented through the engagement. Additionally, CONTINUUM's advanced performance review methodology led to the identification and implementation of process improvements and opportunities in multiple areas of the building which were immediately delivered to drive impactful results across the operations. CONTINUUM's engaged leadership team which provided complete shift coverage for the client successfully transferred the necessary management tools and operational knowledge to support effective operational leadership and labor management decision making.

The Results

Supported by sustained, positive leadership, attention to relevant performance information, and employee and leadership engagement, the client realized significant and immediate results during this effort. A **55%** total performance improvement was achieved across the facility over the three weeks with major improvements in packing (99%), sorting (84%), receiving (40%) and shipping (27%) operations. CONTINUUM effectively transitioned the overall facility management to new site leadership and the gains made to achieve goal performance levels during this effort are still being sustained today by the client.