

Case Study



Designing for Growth: Evolving the Talent Ecosystem for the Future

About Stitch Fix

Stitch Fix is an online personal styling and shopping service that combines artificial intelligence and human stylists to deliver personalized clothing recommendations. Founded in 2011 and headquarters in San Francisco, the company has grown to serve millions of clients across the United States and the UK. They are at the intersection of the Technology and Retail industries. Stitch Fix generates an annual revenue exceeding \$1.6 billion (as of recent reports) and employs 10,000+ employees including Corporate and front line populations.

The Business Problem

While Stitch Fix has a strong culture of innovation, its talent ecosystem evolved rapidly **without consistent and scalable infrastructure**, creating inefficiencies and a fragmented approach to talent. Leaders face **year-over-year changes** in processes like Talent Reviews, Promotions, Succession Planning, and Org Design, leading to redundancy and a **lack of clear reporting and accountability mechanisms. Without a holistic Talent Ecosystem**, managers spend unnecessary time navigating disconnected systems rather than focusing on developing and retaining top talent. This causes **frustration for both leaders and employees** within the company.

The Solutions



Team Effectiveness

Facilitate high impact C-Suite offsites

Create strategic alignment with Business Goals

Drive faster, more effective decision making

Designed and facilitated 3 day executive leadership summit



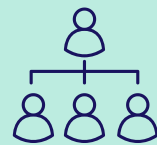
Talent Processes

Integrated talent ecosystem

Equity & data driven decisions

Enhance manager & leader enablement

Structured change management



Organizational Design

Span of control analysis for strategic growth

Data driven Insights to inform organizational design

Driving efficiency & decision-making speed

Optimized leadership & workforce distribution

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The Results

89%

Talent Management system adoption rate
(first month of launch)

100%

Talent Review and Promotion completion rate
(first time in company history)

95%

Manager training sentiment
(net promoter score - benchmark metric)

\$1.2M

Cost savings from Org Design changes
(based on span of control analysis)

Business Leader Insights

It's been great to get a more holistic view of my employee's performance. The 360 reviews have driven better alignment, accountability, and development discussions with my employees.

The communication, training, and change management process supported my ability to understand the expectations and in turn, set them for my team.