

**NEWSPAPERS**

**Feb 2016**

		WHOLESALE MEASURES			
Wholesaler	Depot	Weighted RDT	Pack Accuracy Copies	Pack Accuracy Customers	Returns Collection
	KPI Minimum Standard	90.0%	99.5%	98.0%	98.0%
Smiths News	Barnstaple	Pass	Pass	Pass	Pass
Smiths News	Birmingham	Pass	Pass	Pass	Pass
Smiths News	Bodmin	Pass	Pass	Pass	Pass
Smiths News	Borehamwood	Pass	Pass	Pass	Pass
Smiths News	Bournemouth	Pass	Pass	Pass	Pass
Smiths News	Brislington	Pass	Pass	Pass	Pass
Smiths News	Bristol	Pass	Pass	Pass	Pass
Smiths News	Crawley	Pass	Pass	Pass	Pass
Smiths News	Croydon	Pass	Pass	Pass	Pass
Smiths News	Exeter	Pass	Pass	Pass	Pass
Smiths News	Gloucester	Pass	Pass	Pass	Pass
Smiths News	Hammersmith	Pass	Pass	Pass	Pass
Smiths News	Harlow	Pass	Pass	Pass	Pass
Smiths News	Hornsey	Pass	Pass	Pass	Pass
Smiths News	Lancing	Pass	Pass	Pass	Pass
Smiths News	Leicester	Pass	Pass	Pass	Pass
Smiths News	Lincoln	Pass	Pass	Pass	Pass
Smiths News	Liverpool	Pass	Pass	Pass	Pass
Smiths News	Milton Keynes	Pass	Pass	Pass	Fail
Smiths News	Newcastle	Pass	Pass	Pass	Pass
Smiths News	Newmarket	Pass	Pass	Pass	Pass
Smiths News	Newport	Pass	Pass	Pass	Pass
Smiths News	Northampton	Pass	Pass	Pass	Pass
Smiths News	Nottingham	Pass	Pass	Pass	Pass
Smiths News	Oxford	Pass	Pass	Pass	Pass
Smiths News	Peterborough	Pass	Pass	Pass	Pass
Smiths News	Plymouth	Pass	Pass	Pass	Pass
Smiths News	Reading	Pass	Pass	Pass	Pass
Smiths News	Redruth	Pass	Pass	Pass	Pass
Smiths News	Shrewsbury	Pass	Pass	Pass	Pass
Smiths News	Slough	Pass	Pass	Pass	Pass
Smiths News	Southampton	Pass	Pass	Pass	Pass
Smiths News	Stevenage (Luton)	Pass	Pass	Pass	Pass
Smiths News	Stockport	Pass	Pass	Pass	Pass
Smiths News	Stoke	Pass	Pass	Pass	Pass
Smiths News	Swindon	Pass	Pass	Pass	Pass
Smiths News	Taunton	Pass	Pass	Pass	Pass
Smiths News	Warrington	Pass	Pass	Pass	Pass
Smiths News	Wednesbury	Pass	Pass	Pass	Fail
Smiths News	Worcester	Pass	Pass	Pass	Pass
Smiths News	Yeovil	Pass	Pass	Pass	Pass
Menzies Distribution	Aberdeen	Pass	*	*	**
Menzies Distribution	Ashford	Pass	*	*	**
Menzies Distribution	Belfast	Pass	Pass	Pass	**

Menzies Distribution	Berwick	Pass	*	*	**
Menzies Distribution	Bow	Pass	*	*	**
Menzies Distribution	Carlisle	Pass	*	*	**
Menzies Distribution	Chelmsford	Pass	*	*	**
Menzies Distribution	Chester	Pass	Pass	Pass	**
Menzies Distribution	Dalgety Bay	Pass	*	*	**
Menzies Distribution	Dundee	Pass	*	*	**
Menzies Distribution	Eastbourne	Pass	*	*	**
Menzies Distribution	Galashiels	Pass	*	*	**
Menzies Distribution	Grays	Pass	*	*	**
Menzies Distribution	Hull	Pass	*	*	**
Menzies Distribution	Inverness	Pass	*	*	**
Menzies Distribution	Ipswich	Pass	*	*	**
Menzies Distribution	Irvine	Pass	*	*	**
Menzies Distribution	Kendal	Pass	*	*	**
Menzies Distribution	Wakefield	Pass	Pass	Pass	**
Menzies Distribution	Linwood	Pass	Pass	Pass	**
Menzies Distribution	Londonderry	Pass	*	*	**
Menzies Distribution	Maidstone	Pass	Pass	Pass	**
Menzies Distribution	Newbridge	Pass	Pass	Pass	**
Menzies Distribution	Norwich	Pass	*	*	**
Menzies Distribution	Perth	Pass	*	*	**
Menzies Distribution	Portsmouth	Pass	*	*	**
Menzies Distribution	Preston	Pass	Pass	Pass	**
Menzies Distribution	Ryhl	Pass	*	*	**
Menzies Distribution	Ryde	Pass	*	*	**
Menzies Distribution	Sheffield	Pass	*	*	**
Menzies Distribution	Stockton	Pass	*	*	**
Menzies Distribution	Swansea	Pass	Pass	Pass	**
Menzies Distribution	Weybridge	Pass	*	*	**
Menzies Distribution	York	Pass	Pass	Pass	**

\*Included in Hub branch information  
\*\* Not available at present - SAP conversion

**MAGAZINES**

Wholesaler	Depot	WHOLESALE MEASURES				
		On Sale Compliance	Pack Accuracy Copies	Pack Accuracy Customers	Returns Accuracy	Grade of Service
	<b>KPI Minimum Standard</b>	<b>98.0%</b>	<b>99.5%</b>	<b>98.0%</b>	<b>98.5%</b>	<b>70.0%</b>
Smiths News	Birmingham	<b>Fail</b>	<b>Fail</b>	<b>Pass</b>	<b>Pass</b>	<b>N/A</b>
Smiths News	Borehamwood	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>
Smiths News	Newcastle	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>
Smiths News	Newport	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>N/A</b>
Smiths News	Nottingham	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>N/A</b>
Smiths News	Plymouth	<b>Pass</b>	<b>Fail</b>	<b>Pass</b>	<b>Pass</b>	<b>N/A</b>
Smiths News	Reading	<b>Pass</b>	<b>Fail</b>	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>
Smiths News	Slough	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>N/A</b>
Smiths News	Stockport	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>Pass</b>	<b>N/A</b>
Smiths News	Wednesbury	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>Pass</b>
Menzies Distribution	Belfast	<b>**</b>	<b>Pass</b>	<b>Pass</b>	<b>**</b>	<b>Pass</b>
Menzies Distribution	Linwood	<b>**</b>	<b>Pass</b>	<b>Pass</b>	<b>**</b>	<b>Pass</b>
Menzies Distribution	Maidstone	<b>**</b>	<b>Pass</b>	<b>Pass</b>	<b>**</b>	<b>Pass</b>
Menzies Distribution	Newbridge	<b>**</b>	<b>Pass</b>	<b>Pass</b>	<b>**</b>	<b>Pass</b>
Menzies Distribution	Swansea	<b>**</b>	<b>Pass</b>	<b>Pass</b>	<b>**</b>	<b>Pass</b>
Menzies Distribution	Wakefield	<b>**</b>	<b>Pass</b>	<b>Pass</b>	<b>**</b>	<b>Pass</b>

**Notes**

Lancing, Birmingham, Coventry, Manchester, Plymouth, Stockport & Southampton do not take any calls.

All calls handled at Regional Centre

\*\* Not available at present - SAP conversion