

NEWSPAPERS

June 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 | Pass |
| Smiths News | Worcester | Pass | Pass | Pass | Pass |
| Smiths News | Yeovil | Pass | Pass | Pass | Pass |
| Menzies Distribution | Aberdeen | Fail | * | * | ** |
| Menzies Distribution | Ashford | Fail | * | * | ** |
| Menzies Distribution | Belfast | Pass | Pass | Pass | ** |

| | | | | | |
|----------------------|-------------|------|------|------|----|
| Menzies Distribution | Belfast | Pass | Pass | Pass | ** |
| Menzies Distribution | Berwick | Fail | * | * | ** |
| Menzies Distribution | Bow | Pass | * | * | ** |
| Menzies Distribution | Carlisle | Pass | * | * | ** |
| Menzies Distribution | Chelmsford | Pass | * | * | ** |
| Menzies Distribution | Chester | 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 | * | * | ** |
| Menzies Distribution | Norwich | Pass | * | * | ** |
| Menzies Distribution | Perth | Pass | * | * | ** |
| Menzies Distribution | Portsmouth | Fail | * | * | ** |
| Menzies Distribution | Preston | Pass | * | * | ** |
| Menzies Distribution | Ryhl | Pass | * | * | ** |
| Menzies Distribution | Ryde | Pass | * | * | ** |
| Menzies Distribution | Sheffield | Pass | * | * | ** |
| Menzies Distribution | Stockton | Pass | * | * | ** |
| Menzies Distribution | Swansea | Fail | Pass | Pass | ** |
| Menzies Distribution | Weybridge | Pass | * | * | ** |
| Menzies Distribution | York | Pass | * | * | ** |

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

MAGAZINES

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

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