

## Transparency and Performance Report (June 2012)

### 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	Pass	Pass	Pass	N/A
Smiths News	Borehamwood	Pass	Pass	Pass	Pass	Pass
Smiths News	Brislington	Pass	Pass	Pass	Pass	N/A
Smiths News	Bristol	Pass	Pass	Pass	Pass	N/A
Smiths News	Crawley	Pass	Pass	Pass	Pass	Pass
Smiths News	Newcastle	Pass	Pass	Pass	Pass	Pass
Smiths News	Newport	Pass	Pass	Pass	Pass	Pass
Smiths News	Nottingham	Pass	Pass	Pass	Pass	N/A
Smiths News	Peterborough	Pass	Pass	Pass	Pass	N/A
Smiths News	Plymouth	Pass	Pass	Pass	Pass	N/A
Smiths News	Reading	Pass	Pass	Pass	Pass	Pass
Smiths News	Slough	Pass	Pass	Pass	Pass	Pass
Smiths News	Southampton	Pass	Pass	Pass	Pass	N/A
Smiths News	Stockport	Pass	Pass	Pass	Pass	N/A
Smiths News	Wednesbury	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Belfast	Pass	Pass	Pass	Pass	N/A
Menzies Distribution	Cambuslang	**	*	*	**	N/A
Menzies Distribution	Chester	**	Pass	Pass	**	Pass
Menzies Distribution	SEL	**	Pass	Pass	**	Fail
Menzies Distribution	Ipswich	**	Pass	Pass	**	Pass
Menzies Distribution	Leeds	**	Pass	Pass	**	Fail
Menzies Distribution	Linwood	**	Pass	Pass	**	Pass
Menzies Distribution	Maidstone	**	Pass	Pass	**	Fail
Menzies Distribution	Newbridge	**	Pass	Pass	**	Fail
Menzies Distribution	Norwich	**	Pass	Pass	**	Pass
Menzies Distribution	Portsmouth	**	Pass	Pass	**	Pass
Menzies Distribution	Preston	**	Pass	Pass	**	Fail
Menzies Distribution	Ryde	**	Pass	Pass	**	Pass
Menzies Distribution	Sheffield	**	Pass	Pass	**	Fail
Menzies Distribution	Swansea	**	Pass	Pass	**	Fail
Menzies Distribution	York	**	Pass	Pass	**	Pass

#### 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