

Transparency and Performance Report (Nov 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	Crawley	Pass	Pass	Pass	Pass	N/A
Smiths News	Newcastle	Pass	Pass	Pass	Pass	Pass
Smiths News	Newport	Pass	Pass	Pass	Pass	N/A
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	**	N/A
Menzies Distribution	Chester	**	Pass	Pass	**	Pass
Menzies Distribution	SEL	**	Pass	Pass	**	Pass
Menzies Distribution	Ipswich	**	Pass	Pass	**	Pass
Menzies Distribution	Linwood	**	Pass	Pass	**	Fail
Menzies Distribution	Maidstone	**	Pass	Pass	**	Pass
Menzies Distribution	Newbridge	**	Pass	Pass	**	Fail
Menzies Distribution	Norwich	**	Pass	Pass	**	Pass
Menzies Distribution	Portsmouth	**	Pass	Pass	**	Pass
Menzies Distribution	Preston	**	Pass	Pass	**	Pass
Menzies Distribution	Ryde	**	Pass	Pass	**	Pass
Menzies Distribution	Sheffield	**	Pass	Pass	**	Fail
Menzies Distribution	Swansea	**	Pass	Pass	**	Pass
Menzies Distribution	York	**	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