

## Transparency and Performance Report (January 2011)

On sale compliance was significantly affecting delivery to retailers in many area during to adverse weather in January and is reflected in the results produced

### 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	Pass	Pass	Pass	Pass	Pass
Smiths News	Borehamwood	Pass	Pass	Pass	Pass	Pass
Smiths News	Brislington	Pass	Pass	Pass	Pass	Pass
Smiths News	Bristol	Pass	Pass	Pass	Pass	Pass
Smiths News	Coventry	Pass	Pass	Pass	Pass	Pass
Smiths News	Crawley	Pass	Pass	Pass	Pass	Pass
Smiths News	Lancing	Pass	Pass	Pass	Pass	Pass
Smiths News	Manchester	Pass	Pass	Pass	Pass	Pass
Smiths News	Newcastle	Pass	Pass	Pass	Pass	Pass
Smiths News	Newport	Pass	Pass	Pass	Pass	Pass
Smiths News	Northampton	Pass	Pass	Pass	Pass	N/A
Smiths News	Nottingham	Pass	Pass	Pass	Pass	Pass
Smiths News	Peterborough	Pass	Pass	Pass	Pass	Pass
Smiths News	Plymouth	Pass	Pass	Pass	Pass	Pass
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	Pass
Smiths News	Wednesbury	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Belfast	Pass	Pass	Pass	Pass	N/A
Menzies Distribution	Bow	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Cambuslang	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Chester	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	DNDS	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Dundee	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Ipswich	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Leeds	Fail	Pass	Pass	Pass	Pass
Menzies Distribution	Linwood	Fail	Pass	Pass	Pass	Pass
Menzies Distribution	Maidstone	Pass	Pass	Pass	Fail	Pass
Menzies Distribution	Newbridge	Fail	Pass	Pass	Fail	Pass
Menzies Distribution	Norwich	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Portsmouth	Fail	Pass	Pass	Pass	Pass
Menzies Distribution	Preston	Fail	Pass	Pass	Pass	Pass
Menzies Distribution	Ryde	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Sheffield	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Swansea	Pass	Pass	Pass	Fail	Pass
Menzies Distribution	York	Fail	Pass	Pass	Fail	Pass

### Notes

Northampton and Southampton do not take any calls. All calls handled at Regional Centre  
Belfast calls not routed via contact centre therefore not recorded.