

Transparency and Performance Report (March 2011)

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	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	Nottingham	Pass	Pass	Pass	Pass	Pass
Smiths News	Peterborough	Pass	Fail	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	***
Menzies Distribution	Bow	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Cambuslang	Pass	Pass	Pass	Pass	Fail
Menzies Distribution	Chester	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	DNDS	Pass	Pass	Pass	Pass	Fail
Menzies Distribution	Dundee	Pass	Pass	Pass	Pass	Fail
Menzies Distribution	Ipswich	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Leeds	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Linwood	Pass	Pass	Pass	Pass	Fail
Menzies Distribution	Maidstone	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Newbridge	**	Pass	Pass	Pass	Pass
Menzies Distribution	Norwich	**	Pass	Pass	Pass	Pass
Menzies Distribution	Portsmouth	Pass	Pass	Pass	Pass	Pass
Menzies Distribution	Preston	**	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	Pass	Pass
Menzies Distribution	York	Pass	Pass	Pass	Pass	Fail

Notes

Southampton do not take any calls. All calls handled at Regional Centre

**Not available at present

***Belfast calls not handled by Contact Centre.

1,621 Double runs encountered over ten separate days during the month due to publisher late arrivals in the Menzies estate accounted for an increase of circa 10,000 calls which has affected Grade of Service