

# Transparency and Performance Report (May 2012)

## MAGAZINES

		WHOLESALE MEASURES				
Wholesaler	Depot	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	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	Lancing	Pass	Pass	Pass	Pass	N/A
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	Fail	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	**	Pass	Pass	**	pass
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	**	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	**	pass

### Notes

Lancing, Birmingham, Coventry, Manchester, Plymouth, Stockport & Southampton do not take any calls.  
All calls handled at Regional Centre