

Transparency and Performance Report (October2011)

MAGAZINES

Wholesaler	Depot	WHOLESALE MEASURES				
		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	N/A
Smiths News	Manchester	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	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	Cambuslang	**	Pass	Pass	Pass	Pass
Menzies Distribution	Chester	**	Pass	Pass	Pass	Pass
Menzies Distribution	SEL	**	Pass	Pass	Pass	Fail
Menzies Distribution	Dundee	**	Pass	Pass	Pass	Pass
Menzies Distribution	Ipswich	**	Pass	Pass	Pass	Pass
Menzies Distribution	Leeds	**	Pass	Pass	Pass	Fail
Menzies Distribution	Linwood	**	Pass	Pass	Pass	Pass
Menzies Distribution	Maidstone	Pass	Pass	Pass	Pass	Fail
Menzies Distribution	Newbridge	**	Pass	Pass	Pass	Pass
Menzies Distribution	Norwich	**	Pass	Pass	Pass	Pass
Menzies Distribution	Portsmouth	**	Pass	Pass	Pass	Pass
Menzies Distribution	Preston	**	Pass	Pass	Pass	Pass
Menzies Distribution	Ryde	**	Pass	Pass	Pass	Pass
Menzies Distribution	Sheffield	**	Pass	Pass	Pass	Fail
Menzies Distribution	Swansea	Pass	Pass	Pass	Pass	Fail
Menzies Distribution	York	**	Pass	Pass	Pass	Pass

Notes

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

** Not available at present - SAP

conversion

Belfast calls not handled in Customer Service Centre