

Summarised Balanced Scorecard Jul 15

Financial

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Total Sales (inc Gas & Rebates)	£10,348,006	£10,619,363	↓ -2.6%	£33,113,119	↑ 4.6%
Total Gross Margin	£2,710,164	£2,418,921	↑ 12.0%	£7,519,166	↑ 2.9%
Total Expenditure	£1,797,259	£1,518,712	↑ 18.3%	£6,134,208	↑ 0.4%
Surplus	£912,905	£900,209	↑ 1.4%	£1,384,958	↑ 15.8%
Net Profit Margin %	8.82%	8.48%	↑ 0.34pp	4.18%	↑ 0.40pp

Rolling 12 months.....

Net Profit Margin %	2.95%	2.01%	↑ 0.94pp
Asset Turnover	4.2	4.4	↓ -0.1
ROCE	12.49%	8.74%	↑ 3.75pp

Full year up to Jun 15 data....

	No. FTE at Jun 15 month end...	Cum FTE days lost	Cum days lost per FTE	LY days lost per FTE	Var to LY days lost per FTE
Sickness Rate	333	4,083	12.3	8.3	↓ -3.9

Highlights

Finance & IT

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Proportion of E Orders	18%	20%	↓ -1.54pp	19%	↓ -0.85pp
Proportion of E Invoices	26%	20%	↑ 6.49pp	24%	↑ 4.45pp
Web Sales	£1,182,810	£870,052	↑ 35.9%	£3,139,386	↑ 28.3%

Sales & Marketing

	Actual	Budget /LY	Var	YTD Actual	YTD Var
New Customers	162	80	↑ 82	460	↑ 100
FeeFo Feedback	97%	95%	↑ 2.00pp	96%	↑ 1.00pp
Calls Abandoned	2.8%	3.0%	↑ 0.23pp	2.8%	↑ 0.16pp

Operations

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Lines picked per hour	29	22.5	↑ 6	26	↑ 4
Agency Cost	£218,330	£103,186	↓ -111.6%	£489,524	↓ -59.4%
No. of staff forum meetings	2	1	↑ 1.0	5	↑ 1.0

Procurement

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Wages & Salaries	£182,695	£231,608	-21.1%	£750,300	-12.3%
% of challenges	0%	10%	↑ 10.0%		