

Summarised Balanced Scorecard Mar 16

Financial

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Total Sales (inc Gas & Rebates)	£8,352,504	£7,734,676	↑ 8.0%	£88,554,263	↓ -7.8%
Total Gross Margin inc Consumables Cost	£2,759,239	£1,596,080	↑ 72.9%	£20,521,084	↓ -1.4%
Total Expenditure	£1,749,899	£1,477,529	↑ 18.4%	£17,174,124	↓ -2.1%
Surplus	£1,009,340	£118,551	↑ 751.4%	£3,346,960	↑ 2.8%
Net Profit Margin %	12.08%	1.42%	↑ 10.66pp	3.78%	↑ 0.39pp

Rolling 12 months.....

Net Profit Margin %	3.78%	2.32%	↑ 1.46pp
Asset Turnover	3.9	4.4	↓ -0.5
ROCE	14.60%	10.18%	↑ 4.41pp

Full year up to Feb 16 data....

	No. FTE at Feb 16 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	341	3,665	10.8	11.2	↑ 0.5

Highlights

Finance & IT

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Proportion of E Orders	25%	20%	↑ 5.00pp	20%	↑ 0.15pp
Proportion of E Invoices	34%	20%	↑ 13.64pp	28%	↑ 8.00pp
Web Sales	£478,112	£523,352	↓ -8.6%	£7,109,236	↑ 11.6%

Commercial

	Actual	Budget /LY	Var	YTD Actual	YTD Var
New Customers	100	80	↑ 20	1081	↑ 81

	Target	Q1	Q2	Q3	Q4
Customer Satisfaction Rate	2.4/4	3.15/4	3.28/4	3.38/4	3.79/4
% Renewed on time	90%	93%	96.2%	95.8%	95.6%

Operations

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Lines picked per hour	32	22.5	↑ 9	30	↑ 7
Error rate	1%	2%	↑ -1.00pp	3%	↓ 1.33pp
Calls Abandoned	2.5%	3.0%	↑ 0.52pp	2.8%	↑ 0.24pp

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