

Management Summary Jan 23

Management Summary

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Stores Sales	£4,069,792	£3,655,827	↑ 11.3%	£44,338,349	↑ 6.6%
Direct Sales	£1,449,556	£1,387,460	↑ 4.5%	£18,543,658	↑ 15.9%
Rebate plus fee income	£1,351,917	£1,391,660	↓ -2.9%	£9,253,275	↑ 15.5%
Total Sales (Exc Gas)	£4,395,218	£6,461,614	↓ -32.0%	£65,245,348	↓ -2.2%
Stores Margin %	26.49%	30.70%	↓ (4.21%)	28.38%	↓ (2.32%)
Directs Margin %	13.98%	14.80%	↓ (0.82%)	15.28%	↑ 0.48%
Total Gross Margin inc Consumables Cost	£2,716,890	£2,779,092	↓ -2.2%	£25,914,914	↑ 6.8%
Total Expenditure	£1,942,866	£1,836,360	↑ 5.8%	£20,076,220	↑ 5.3%
Surplus	£774,024	£942,732	↓ -£168,708	£5,838,693	↑ £632,840
Net Profit Margin %	17.61%	14.59%	↑ 3.02%	8.95%	↑ 1.15%

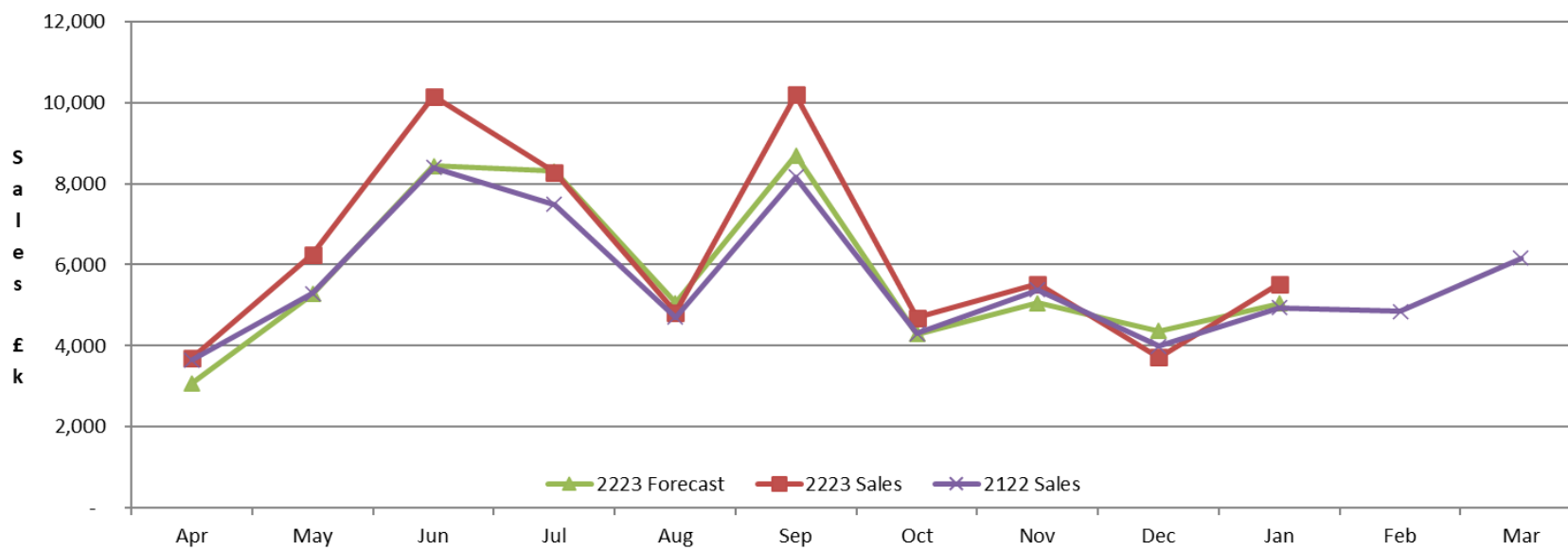
	Actual	Budget /LY	Var	YTD Actual	YTD Var
Eduzone Sales	£63,875	£49,980	↑ 27.8%	£499,142	↓ -24.3%

Customer Order KPI's

	TY YTD	LY YTD	Var
AOV	£201.93	£184.87	↑ £17.06
Prop of orders over £15	96.9%	97.0%	↓ -0.11pp

Graph - Sales vs. Forecast

Stock & Directs Sales



Operations Balanced Scorecard Jan 23

Financial

	Actual	Budget /LY	Var	YTD Actual	YTD Var
AOV (From Customers Orders)	£158.33	£147.18	↑ £11.15	£201.93	↑ £17.06
Proportion of Orders below £15	3.06%	3.37%	↓ (0.31%)	3.09%	↑ 0.11%
Stock Turnover	4.78	6.09	↓ -1.32		

Operational

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Warehouse Processing Cost per Order (inc Select, Goods In and Goods Out)				£10.72	↓ (£0.28)
*Transport Cost per Drop				£17.50	↓ (£2.68)
Lines picked per hour	34	32	↑ 2.2	31	↓ (0.8)

Customer

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Calls - Average Wait Time (Secs)	00:31	00:30	↓ 00:01	00:56	↓ 00:26
FeeFo Feedback	94%	95%	↓ (1%)	84%	↓ (11%)

Employees

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Accidents	3	1	↓ 2.0	16	↓ 6.0

* Transport costs include Carrier, Drivers Pay, Agency, Fuel, Repair & Maintenance, Licences, Tyres, Hire & Insurance and excludes Depreciation

Commercial Balanced Scorecard Jan 23

Framework

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Rebate plus fee income	£1,351,917	£1,391,660	↓ -2.9%	£9,253,275	↑ 15.5%
% of Frameworks Renewed on time	78%	90%			

	Target/LY	Q1	Q2	Q3	Q4
Number of contracts awarded to SMEs as a % of no of contracts awarded		79.2%	60.7%	80.6%	0.0%

Number of current live contracts	168
Estimated annual value of current live contracts	£973,400,500
Total Number of procurements in progress	48
Number of procurements in progress - internal (ESPO)	0
Number of procurements in progress - National	21
Number of procurements in progress - Client Specific	28
Total Estimated annual value of procurements in progress	£1,126,343,000
Estimated annual value of procurements in progress - internal (ESPO)	£0
Estimated annual value of procurements in progress - National	£1,106,800,000

Finance Balanced Scorecard Jan 23

Efficiency

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Proportion of E Orders*	55%	67%	↓ (11.85%)	60%	↓ (3.07%)
Web Sales	£1,418,712	£1,151,476	↑ 23.2%	£14,623,213	↑ 32.5%

Market Share

	Actual	Budget /LY	Var	YTD Actual	YTD Var
BESA Market Share %	18%	14%	↑ 3.54%	19%	↑ 3.15%

* E Orders are anything other than order capture including Adobe PDF conversion