

# Management Summary Feb 26

## Management Summary

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Stores Sales	£3,273,373	£3,788,122	↓ -13.6%	£50,378,486	↓ -8.3%
Direct Sales	£1,258,892	£1,402,337	↓ -10.2%	£16,141,840	↓ -4.8%
Rebate plus fee income (£k)	£1,366,274	£1,473,034	↓ -7.2%	£13,070,772	↓ -1.8%
Total Sales (Exc Gas)	£5,976,496	£6,755,159	↓ -11.5%	£80,666,215	↓ -6.4%
Stores Margin %	35.2%	32.5%	↑ 2.71%	33.4%	↑ 0.9%
Directs Margin %	17.1%	17.1%	↓ (0.02%)	17.9%	↑ 0.85%
Total Gross Margin inc Consumables Cost	£2,844,123	£3,063,757	↓ -7.2%	£34,186,044	↓ -3.3%
Total Expenditure	£2,269,803	£2,475,972	↓ -8.3%	£25,934,762	↓ -6.8%
Surplus	£574,320	£587,786	↓ -£13,466	£8,251,282	↑ £712,976
Net Profit Margin %	9.6%	8.7%	↑ 0.9%	10.2%	↑ 1.5%

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Eduzone Sales	£54,497	£60,000	↓ -9.2%	£609,372	↑ 3.6%

## Customer Order KPI's

	TY YTD	LY YTD	Var
AOV	£233.29	£222.97	↑ £10.33
Prop of orders over £15	97.8%	97.6%	↑ 0.23pp

# Operations Balanced Scorecard Feb 26

## Financial

	Actual	Budget /LY	Var	YTD Actual	YTD Var
AOV (From Customers Orders)	£173.04	£168.62	↑ £4.42	£233.29	↑ £10.33
Proportion of Orders below £15	1.91%	2.42%	↑ 0.51%	2.22%	↑ 0.23%
Stock Turnover	5.24	5.00	↑ 0.24		

## Operational

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Warehouse Processing Cost per Order (inc Select, Goods In and Goods Out)				£18.91	↓ (£4.29)
*Transport Cost per Drop				£24.14	↑ £0.85
Lines picked per hour	34	32	↑ 1.6	33	↑ 1.5

## Customer

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Calls - Average Wait Time (Secs)	00:24	00:30	↑ -6.9	00:30	↓ 0.2
FeeFo Feedback	88%	90%	↓ (2%)	95%	↑ 5%

## Employees

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Accidents	0	0	↓ 0.0	13	↓ 3.0

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

# Commercial Balanced Scorecard Feb 26

## Framework

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Rebate plus fee income (£k)	£1,366	£1,473	↓ -7.2%	£13,071	↓ -1.8%
% of Frameworks Renewed on time	78%	0%			

	Target/LY	Q1	Q2	Q3	Q4
Number of contracts awarded to SMEs as a % of no of contracts awarded		76.6%	83.7%	71.6%	77.3%

Number of current live contracts	140
Estimated annual value of current live contracts	£2,316,349,583
Total Number of procurements in progress	42
Number of procurements in progress - internal (ESPO)	13
Number of procurements in progress - National	27
Number of procurements in progress - Client Specific	2
Total Estimated annual value of procurements in progress	£439,260,109
Estimated annual value of procurements in progress - internal (ESPO)	£13,033,500
Estimated annual value of procurements in progress - National	£423,048,024

# Finance Balanced Scorecard Feb 26

## Efficiency

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Proportion of E Orders*	93%	93%	↑ 0.50%	93%	↑ 1.06%
Web Sales	£1,286,294	£1,269,219	↑ 1.3%	£19,117,288	↓ -45.2%

## Market Share

	Actual	Budget /LY	Var	YTD Actual	YTD Var
BESA Market Share %		17%	#VALUE!	19%	↓ (0.21%)

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