

# Management Summary Jul 23

## Management Summary

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Stores Sales	£7,925,934	£8,451,574	↓ -6.2%	£25,915,584	↓ -0.1%
Direct Sales	£1,769,011	£1,826,376	↓ -3.1%	£6,314,348	↑ 0.4%
Rebate plus fee income	£1,503,747	£1,674,568	↓ -10.2%	£4,666,242	↑ 12.6%
Total Sales (Exc Gas)	£11,256,436	£11,093,341	↑ 1.5%	£37,641,187	↑ 2.3%
Stores Margin %	31.4%	29.5%	↑ 1.92%	31.7%	↑ 1.2%
Directs Margin %	16.9%	14.7%	↑ 2.18%	15.4%	↑ 0.68%
Total Gross Margin inc Consumables Cost	£4,379,324	£4,498,921	↓ -2.7%	£14,716,475	↑ 7.1%
Total Expenditure	£2,292,085	£2,343,421	↓ -2.2%	£8,808,774	↓ -2.6%
Surplus	£2,087,239	£2,155,500	↓ -£68,261	£5,907,701	↑ £1,209,499
Net Profit Margin %	18.5%	19.4%	↓ -0.9%	15.7%	↑ 2.9%

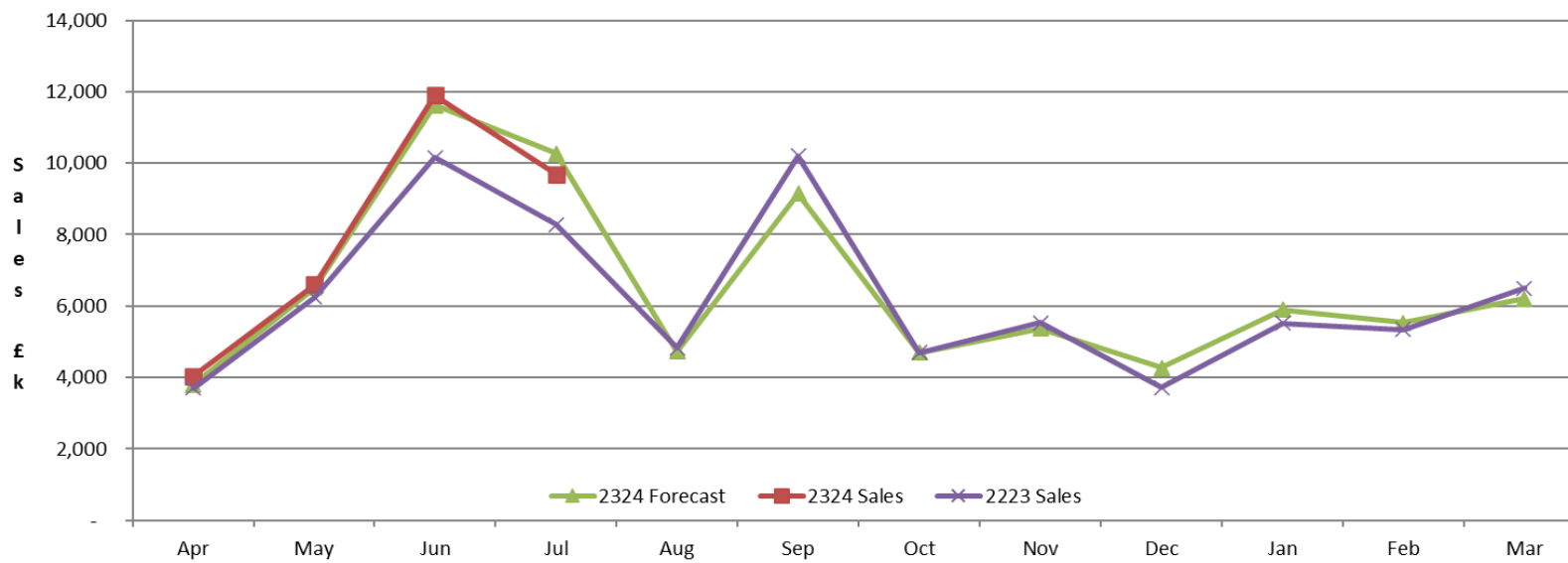
	Actual	Budget /LY	Var	YTD Actual	YTD Var
Eduzone Sales	£47,617	£86,714	↓ -45.1%	£192,536	↓ -29.8%

## Customer Order KPI's

	TY YTD	LY YTD	Var
AOV	£289.95	£254.04	↑ £35.91
Prop of orders over £15	97.4%	97.4%	↑ 0.02pp

## Graph - Sales vs. Forecast

### Stock & Directs Sales



# Operations Balanced Scorecard Jul 23

## Financial

	Actual	Budget /LY	Var	YTD Actual	YTD Var
AOV (From Customers Orders)	£347.64	£311.83	↑ £35.81	£289.95	↑ £35.91
Proportion of Orders below £15	2.31%	2.37%	↓ (0.05%)	2.57%	↓ (0.02%)
Stock Turnover	4.64	5.59	↓ -0.96		

## Operational

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Warehouse Processing Cost per Order (inc Select, Goods In and Goods Out)				£14.70	↓ (£4.47)
*Transport Cost per Drop				£19.17	↓ (£3.26)
Lines picked per hour	29	32	↓ -2.7	30	↓ (2.3)
Error rate	6%	3%	↓ (3%)	6%	↓ (3%)

## Customer

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Calls - Average Wait Time (Secs)	02:32	00:30	↓ 02:02	01:07	↓ 00:38
FeeFo Feedback	86%	95%	↓ (9%)	90%	↓ (6%)

## Employees

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Accidents	1	1	↓ 0.0	6	↓ 0.0

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

# Commercial Balanced Scorecard Jul 23

## Framework

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Rebate plus fee income	£1,504	£1,675	↓ -10.2%	£4,666	↑ 12.6%
% of Frameworks Renewed on time	54%	90%			

	Target/LY	Q1	Q2	Q3	Q4
Number of contracts awarded to SMEs as a % of no of contracts awarded		82.0%	0.0%	0.0%	0.0%

Number of current live contracts	137
Estimated annual value of current live contracts	£1,960,682,500
Total Number of procurements in progress	25
Number of procurements in progress - internal (ESPO)	0
Number of procurements in progress - National	16
Number of procurements in progress - Client Specific	10
Total Estimated annual value of procurements in progress	£115,650,000
Estimated annual value of procurements in progress - internal (ESPO)	£0
Estimated annual value of procurements in progress - National	£96,250,000

# Finance Balanced Scorecard Jul 23

## Efficiency

	Actual	Budget /LY	Var	YTD Actual	YTD Var
Proportion of E Orders*	48%	64%	↓ (16.58%)	48%	↓ (18.44%)
Web Sales	£2,792,269	£2,660,079	↑ 5.0%	£8,743,192	↑ 8.9%

## Market Share

	Actual	Budget /LY	Var	YTD Actual	YTD Var
BESA Market Share %		18%		19%	↑ 1.30%

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