



# KINGSWAY BREAKING NEWS

Dear Friends,

I am writing to you with an update on Kingsway's Distribution.

As you know there have been many changes over the last 6 months here in Eastbourne since we have taken our distribution back in house.

We have shipped over 7000 orders to date and we acknowledge that there have been some issues with accuracy and speed.

We have been working hard to improve this and have been working with our consultants who have been responsible for the set up of distribution for Gardners Books UK and David C Cook Canada.

We have already begun to implement some of their recommendations that will improve the 3 key areas for you our customers of Speed, accuracy and availability.

The following steps have already been introduced:

- 4 more staff dedicated to customer service and sales
- An evening warehouse shift to allow an extra 6 hours of pick, pack and dispatch
- 12 new warehouse and admin staff to increase the turnaround of orders.

The next stage for us is to increase the size of our picking areas in our warehouse. This is well under way and by the End of August we will have 300% more picking areas which will increase availability enormously.

I will give you a weekly update on how things are progressing here at Kingsway.

If you have any questions or queries then please contact me.

Best regards,

**James Batterbee**  
Telephone Sales Manager



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