**Inventory Management System**Phase – 1 Problem Understanding & Industry Analysis

**Problem statement:**

Organizations handling large inventories across multiple warehouses face challenges with stock visibility, manual approval processes, frequent stockouts, excess inventory, and slow order fulfillment. Current practices lack automation, scalability, and real-time monitoring, resulting in delays, increased expenses, and reduced customer satisfaction. To address this, there is a need for a unified Inventory Management System that ensures real-time inventory visibility, streamlines restocking and approvals through automation, integrates with barcode and payment systems, and offers intelligent dashboards with predictive analytics to enable smarter decision-making.

**Requirement Gathering:**

* Track products across multiple warehouses with real-time visibility.
* Automate order fulfilment and restock requests.
* Provide low-stock alerts and approval workflows for large purchases.
* Ensure scalability, user-friendliness, and automation in the system.
* Support integrations such as barcode scanning, payment gateways, and Google Maps for order routing.

**Stakeholder Analysis**

* Warehouse Managers → need real-time stock visibility and restock alerts.
* Procurement Team → requires supplier tracking and purchase order automation.
* Sales Team → depends on live stock data to avoid overselling.
* Customers (B2B/B2C) → expect self-service portals to place orders and track deliveries.
* Management/Executives → demand dashboards for supplier performance, trends, and predictive analytics.

**Business Process Mapping**

* Current process: Procurement → Storage → Order Placement → Order Routing → Shipment → Restock Request.
* Pain points: manual approvals, frequent stockouts, overstocking, lack of visibility across warehouses.
* Salesforce improvements: automation via flows, approval processes, dashboards.

**Industry-specific Use Case Analysis**

* Retail → stock management across multiple warehouses.
* Manufacturing → raw material tracking and supplier reliability monitoring.
* Healthcare/Pharma → expiry-date tracking for compliance and waste reduction.
* E-commerce → nearest fulfilment centre routing and real-time delivery tracking.