

Ideation Phase

Define the Problem Statements

Date	02 November 2025
Team Id	NM2025TMID00728
Project Name	Medical Inventory Management System
Maximum Marks	2 marks

Customer Problem Statement Template:

Hospitals, clinics, and pharmacies face major challenges in managing medical supplies effectively. Manual inventory systems often result in inaccurate stock records, expired product usage, delayed replenishment, and poor supplier coordination. These inefficiencies can impact patient safety, regulatory compliance, and operational costs.

They need a centralized digital platform that ensures accurate stock tracking, timely alerts for product expiry, and efficient supplier and purchase order management. A Salesforce-based Medical Inventory Management System will help automate inventory operations, prevent stockouts, and enhance visibility across all medical supply processes. This solution will improve data accuracy leading to higher operational efficiency and better resource utilization in healthcare organizations.

Problem & Solution Table

Problem	Description	Solution
Inaccurate Stock Records	Manual tracking of medical supplies often leads to data errors, duplicate entries, and difficulty in maintaining real-time stock visibility.	Implement a Salesforce-based inventory management system that automates stock updates and provides real-time tracking dashboards.
Expired Product Usage	Lack of automated alerts causes expired or nearly expired items to remain in circulation, risking patient safety and compliance violations.	Introduce automated expiry date alerts and notifications within Salesforce to ensure timely removal of expired products.
Delayed Replenishment	Manual monitoring often leads to delayed restocking, causing stockouts of critical medical items.	Use Salesforce flow automation to trigger reorder alerts when stock levels fall below a defined threshold.
Poor Supplier Coordination	Inefficient communication with suppliers results in delays, mismatched orders, and untracked purchase deliveries.	Enable integrated supplier management and purchase order tracking within Salesforce for smooth coordination.
Lack of Data-Driven Decisions	Absence of centralized reports and analytics limits decision-making related to procurement, usage trends, and wastage control.	Provide custom dashboards and real-time analytics in Salesforce for better forecasting and operational efficiency.

Reference: <https://www.canva.com/templates/>

Example:

Problem Statement	I am (customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Inventory Manager	Maintain accurate medical stock records	There is no centralized tracking system	There is no centralized tracking system	Frustrated and overworked
PS-2	Hospital Administrator	There are no automated expiry alerts	There are no automated expiry alerts	The inventory system doesn't provide timely notifications	Worried about compliance and patient safety

Problem Statement PS-1:

As an inventory manager, I'm trying to maintain accurate stock records for all medical supplies. However, the process is mostly manual and lacks proper automation. This makes it difficult to know which products are low in stock or nearing expiry. I often face confusion and errors when updating purchase orders or reconciling supplier deliveries. I need a Salesforce-based digital inventory system that can automatically update stock levels, alert me about expiry dates, and generate reports instantly.

This solution will save time, improve data accuracy, and ensure that medical resources are available when needed.

Problem Statement PS-2:

As a hospital administrator, I want to ensure that expired or nearly expired medical items are never used in patient care. However, the current system doesn't send alerts or track expiry dates effectively.

This causes delays in removing outdated products and increases the risk of regulatory violations or patient harm. Such a system will ensure patient safety, maintain quality standards, and improve the overall efficiency of hospital operations.