

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)

CS

Who is your customer?

Product sellers ,retailers and vendors are our customers

6. CUSTOMER CONSTRAINTS

CC

What constraints prevent your customers from taking action or limit their choices of solutions?

Limitations on raw resources, equipment capacity, worker capacity, inventory investment, storage space, or the total amount of orders submitted are just a few examples of restrictions

5. AVAILABLE SOLUTIONS

AS

Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have?

Your inventory database should include photographs alongside product descriptions to optimise the ordering and receiving procedures, increase accuracy, and prevent lost goods.

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS

J&P

Which jobs-to-be-done (or problems) do you address for your customers?
There could be more than one; explore different sides.

Provide workers with the appropriate inventory tools for the job. Software is required to replace manual inventory tracking, and purchase orders and invoices must be processed without the use of paper.

9. PROBLEM ROOT CAUSE

RC

What is the real reason that this problem exists?
What is the back story behind the need to do this job?

Error in forecasting demand - Organizations overestimate demand in anticipation of it, and if the order is not received as predicted, it results in SMI. This is done to increase responsiveness to client demand in a competitive market.

7. BEHAVIOUR

BE

What does your customer do to address the problem and get the job done?

The success of small and medium-sized businesses depends on customer happiness. Even if innovation is crucial, the fight for higher customer happiness frequently overlooks the importance of doing the fundamentals well. A customer who experiences difficulty with the ordering procedure, cannot obtain the inventory they require, or consistently receives product late is likely to be dissatisfied and searching for a new supplier. To stop this, we must communicate with customers and solicit their opinions.

Focus on J&P, tap into BE, understand RC

Identify strong TR & EM

3. TRIGGERS

TR

What triggers customers to act?

Ultimately, responsibility for managing your business inventory sits with you and any co-owners. While you may have multiple employees acting as managers to oversee inventory processes, they typically will not have the same stake in the business as you do.

4. EMOTIONS: BEFORE / AFTER

EM

How do customers feel when they face a problem or a job and afterwards?

Prior to the inventory, they were unable to manage the entire data set in an orderly and accurate manner.

10. YOUR SOLUTION

SL

Your inventory management system's goal is to make it as simple and effective as possible for you to keep track of your stock. Because of this, you must ensure that any potential system has all the tools necessary for managing your inventory.

We'll break down each component of a top-notch inventory management system so you can compare it to any other system you're thinking about using.

8. CHANNELS of BEHAVIOUR

CH

8.1 ONLINE

What kind of actions do customers take online? Extract online channels from #7

They can submit a ticket regarding the problem they are having online.

8.2 OFFLINE

What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

They can directly report about their problems to management.

Extract online & offline CH of BE