

## Project Design Phase-2

<b>Date</b>	08 October 2022
<b>Team Id</b>	PNT2022TMID44318
<b>Project Name</b>	Inventory Management System
<b>Batch</b>	B8-2A4E

### CUSTOMER JOURNEY MAP

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	Inspect sort and store goods. Tag and Label Inventory Tag and Label Inventory	Demand planning and forecasting Tag and Label Inventory It enables us deliver better experience and increase loyalty	Track all product information Practice the ABC inventory rule which can be successful Use consignments inventory	Automated inventory management Reduce e-commerce business costs Improve delivery by managing stock and meeting customer expectations
<b>Needs and Pains</b> What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	Helps companies identify which and how much stock to order at what time Automated management reduces the flow of products from the supplier through the warehouse to the customer Clear of the slow moving goods	Optimising product scales Having sufficient supply Work order management and scheduling maintenance	Set reorder level To allow cost efficient operations To provide the desired level of customer service	Warehouses not situated near workstation Absence of forecasting Calculate safety stock based on customer service
<b>Touchpoint</b> What part of the service do they interact with?	Use interactive self-service and inventory in desktop, distribution systems A paper and pencil report inventory Actor components	DOM Inventory management systems Interaction between customer Interaction between service personnel	Professionalism Patience and a "People-First" Having a pleasant attitude	Resourceful resources Valuing customer's time Phone and email support
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>	Reducing the Walkthrough of Error 👉 😊	Well Designed pricing 👉 🙌	😊 Time to Fulfillment 🤩	Product returns 😞 😭
<b>Backstage</b>				
<b>Opportunities</b> What could we improve or introduce?	Increase "Work-in-progress" it can enable businesses to change and adjust the order amounts	Increase "real time analytics by increasing technology usage"	Decrease forgetting about slow-moving products	Increasing barcode system to track inventory more accurately
<b>Process ownership</b> Who is in the lead on this?	Retailer Customer	Improve efficiency and customer satisfaction Solely responsible for owning a pr	Single point of contact Six sigma roll out	State or factor legal possession Accountable Performance