**Project Title: PHARMACY MANAGEMENT SYSTEM Project Design Phase-I** - **Solution Fit Template Team ID:** PNT2022TMID106311

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

**Explore AS, differentiate**

**Deﬁne CS, ﬁt into CC**

or need to get the job done?  
**Pros:**

1. Easy payment
2. Quality good
3. Fast shipping

**Cons:**

1. Sometimes size mistaken
2. Slow responses

**AS**

**5. AVAILABLE SOLUTIONS**

Which solutions are available to the customers when they face the problem

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

of solutions?

1. Discounts of medicine

2. various availability

3. Quality medicine

**CC**

**6. CUSTOMER CONSTRAINTS**

**CS**

**1. CUSTOMER SEGMENT(S)**

Who is your customer?

Our customers are those who require medical support

**Explore AS, differentiate**

**Define CS, fit into CC**

i.e. directly related: ﬁnd the right solar panel installer, calculate usage and beneﬁts; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)

**BE**

**7. BEHAVIOUR**

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

Customers can compare the pricing to pharmacies and other medical service providers and then their service provided.

**RC**

**9. PROBLEM ROOT CAUSE**

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

On the existing system there is no proper response and proper delivery

**J&P**

**2. JOBS-TO-BE-DONE / PROBLEMS**

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

We delivery medical products on time based on the prescription given to them by an Doctor

We're planning to attach an automatic chatbot for delayed responses.

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**Identify s**tr**ong TR & EM**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Identify strong TR & EM** | **3. TRIGGERS TR**  What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efﬁcient solution in the news.   * More Advertising is important . In the side of a customers quality and price is important . So include a good quality of assured products. * Proper response ,easy to use and on time delivery. | **10. YOUR SOLUTION SL**  We delivery the products on time based on the prescription given by an doctor and we insure for the security for the medical history details provided by you .once an order is taken we process it as soon as possible to ensure on time delivery. we check for the expiry date for medicines and delivery a quality product | 1. **CHANNELS of BEHAVIOUR CH**     1. **ONLINE**   What kind of actions do customers take online? Extract online channels from #7  Customers want to download the app and get review from the internet   * 1. **OFFLINE**   What kind of actions do customers take ofﬂine? Extract ofﬂine channels from #7 and use them for customer development.  For offline , Customers want to do take a cash payment and also get review from many people . Get a transport for get a product |  |
| **4. EMOTIONS: BEFORE / AFTER EM**  How do customers feel when they face a problem or a job and afterwards?  i.e. lost, insecure > conﬁdent, in control - use it in your communication strategy & design.  Pain:   1. Slow Responses 2. Late delivery   Gain:   1. On time delivery 2. Easy and fast access |