Our Customer is a Grocery shop Owner

Who is your customer?

Focus on J&P, tap into BE, understand

Define

fit into C

1. CUSTOMER SEGMENT(S) CS

2. JOBS-TO-BE-DONE / PROBLEMS

Which jobs-to-be-done (or problems) do you

Make Surprise and Delights Application for the

Repeat Customer from the store Owner.

address for your customers?

Value the Customer Feedback.

6. CUSTOMER CONSTRAINTS

CC

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

Quality costs Storage costs Obsolete Inventory

9. PROBLEM ROOT CAUSE

RC

 SL

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

People think that managing a inventory through a digital form will be difficult and the managing the software will cost too much money.

People have kept a mindset that increase/decrease of demand cannot be predicted before itself.

5. AVAILABLE SOLUTIONS



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?

Pros

Referrals and rewards Reviews and ratings It's convenient and save time Cons

Convenience comes with a cost Quality of perishables items may be subpar

7. BEHAVIOUR

BE

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

They try the interface for overcoming of the problem but then if they find it complicated or not efficient enough they stop using it.

Indirectly related will be them attending workshop where an effective inventory management technique will be shared information about.

3. TRIGGERS TR10. YOUR SOLUTION

J&P

What triggers customers to act?

Loyalty to customer

New product/Service Announcements

If you are working on an existing business, write

down your current solution first, fill in the canvas, and check how much it fits reality.

If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.

With the notable technology we are able to visualize and predict retail inventory, by the ultimate power Cognos Analytics Tool we will be able to properly create a dashboard for the customers to work with and visualize and analyze the retail store stock inventory on their work with limited knowledge.

8. CHANNELS of BEHAVIOUR



ONLINE 8.1

What kind of actions do customers take online? Utilize the given datas Virtualize the dataset

8.2 **OFFLINE**

What kind of actions do customers take offline?

A person who belongs to the work he should have or create some social contact in his/her surrounding that's will create a certain trust worthy thing in his business

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