

Ideation Phase

Define the Problem Statements

Date	25 September 2022
Team ID	PNT2022TMID07759
Project Name	Inventory management system for retailers
Maximum Marks	2 Marks

Customer Problem Statement Template:

- 1) **Mismatch in goods delivery**- Mistakes in e-commerce suppliers/retailers such as Amazon & Flipkart, deliver wrong product to a customer, irrelevant to what customers before.
- 2) **Wastage of resources due to stockpiling**- Which a high standard of living demands particularly rapid consumption of new goods, many perfectly usable goods may be scrapped or goods may be made with a built-in obsolescence.
- 3) **Error in data can lead to major loss to the retail company**- Data loss occurs when data is accidentally deleted or something causes data to become corrupted.
- 4) **Irregular tracking system of stocks**- Irregular stocking system of orders, tracking orders is difficult for the suppliers to track and as well as irrelevant tracking details are been provided to the customers which leads to stockpiling and waste of resources.

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
Mismatch in goods delivery	Customer	Get the ordered item on time without any mismatch	The wrong product was delivered which I not wished for	Of the negligent retail goods distribution from the inventory.	Dissatisfaction with the retail goods dealer and not trust worthy.
Wastage of resources due to stockpiling	Retail suppliers	Store degradable goods such as fruits and vegetables in my warehouse.	Due to stockpiling these degradable goods are subjected to decomposition.	Vegetable and fruits cannot be stockpiled more than two days.	Loss in overall business and wastage of goods
Error in data can lead to major loss to the retail company	E-commerce dealer	To store large amount of data such as customers order and delivery status	Due to errors in the data that leads to major loss to the company	The data are entered and analyse manually using human's intervention	Fallacy in data can leads to major frustration to the e-commerce manager and the company shareholders.