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Problem Design Phase-I

Problem Solution fit

Date	15 October 2022
Team ID	PNT2022TMID46361
Project Name	Inventory Management System for Retailers
Maximum Marks	4 Marks



• Retailers

Business People

Wholesalers

cs

6. CUSTOMER CONSTRAINTS

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or limit their choices of solutions? i.e. spending power, budget, no cash,

5. AVAILABLE



- Smart phones
- Inconsistent Tracking
- Warehouse Efficiency

Network connections

- Changing demand
- Problem Stock

Pros:

1. Provide better customer service

or need to get the job done? What have they tried in the past? What pros & cons

- 2. Increase saving
- 3. Manage many stock
- 4. Entice More Customer

Cons:

- 1. Time consuming
- 2. Need to invest in our inventory
- 3. Need space for our products
- 4. Inventory becomes outdated

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



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?

i.e. customers have to do it because of the change in regulations.



7. BEHAVIOUR What does your customer do to address the problem and getthe

job done? i.e. directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated:

• Software with no real-time synchronization results in discrepancies.

- Need to track obsolete stocks.
- Minimize shrinkage.

- Forecasting error
- Bulk purchase
- Data entry error
- Communication gap
- Wrong material

- Keep track of our inventory and offers a centrailized view of stock
- Improves our delivery by managing stock-outs and meeting customer expectations
- Reduces the time for managing inventory by keeping records in place

3. TRIGGERS

What triggers customers to act? i.e. seeing their neighbour stallingsolar panels, reading about a more efficient solution in the news.

- Establishing a system that focuses more on types of products that sell quickly.
- Get flexible with your SKU.

10. YOUR SOLUTION

for marketing and communication.

SI What kind of solution suits Customer scenario the best?
Adjust your solution to fit Customer behaviour, use Triggers, Channels & Emotions

8.1 ONLINE CHANNELS

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



- Stock Auditing
- Demand Forecasting
- Go paperless
- Measure Service levels
- Preventive control

The amount of inventory that is in the process of being made available for delivery to the end customer.

8.2 OFFLINE CHANNELS

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Extract offline channels from box #7 Behaviour and use them for customer development.

- Synchronization across sales channels
- Product listing
- Comprehensive reporting
- Integrates with other software

4. EMOTIONS: BEFORE / AFTER



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&

Before

- Fear
- Stress

After

- Accept regulate
- Express emotion