

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

1. CUSTOMER SEGMENT(S)

CS

- Retailers
- Business People
- Wholesalers

6. CUSTOMER CONSTRAINTS

C

What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.

- Network connections
- Smart phones
- Inconsistent Tracking
- Warehouse Efficiency
- Changing demand
- Problem Stock

5. AVAILABLE

A

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? i.e. pen and paper is an alternative to digital notetaking

Pros:

1. Provide better customer service
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 Inventory becomes outdated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

J&P

Which jobs-to-be-done (or problems) do you address for your customers?

- Software with no real-time synchronization results in discrepancies.
- Need to track obsolete stocks.
- Minimize shrinkage.

9. PROBLEM ROOT CAUSE

R

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.

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

7. BEHAVIOUR

B

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

- Keep track of our inventory and offers a centralized 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

Define CS, fit into

Explore AS,

Focus on J&P, tap into BE, understand

Focus on J&P, tap into BE, understand

