Ideation Phase

Define the Problem Statements

Date	1 November 2025
Team Id	NM2025TMID03427
Project Name	Medical Inventory Management System
Maximum Marks	2 Marks

Customer Problem Statement Template

Healthcare organizations such as **hospitals, pharmacies, and medical centers** often encounter major challenges in efficiently managing their medical inventory. Manual tracking methods lead to frequent issues such as **stock shortages, overstocking, and accidental use of expired products**, posing risks to both patient safety and operational reliability.

Additionally, **supplier information is often outdated or incomplete**, causing delays in procurement and miscommunication between departments. The **lack of real-time data visibility** further complicates the process, making it difficult to generate accurate reports, assess supplier performance, or forecast future inventory needs.

To address these challenges, there is a strong need for an **integrated and automated system** that can handle all aspects of medical inventory management — including **stock tracking, expiry monitoring, supplier coordination, and purchase order processing** — within a unified digital platform.

A **Salesforce-based Medical Inventory Management System** offers the ideal solution by combining automation, analytics, and real-time data access. It ensures **accurate inventory tracking**, **timely replenishment**, and **compliance with healthcare and pharmaceutical standards**.

This solution will significantly enhance **data accuracy, operational efficiency, cost management**, and most importantly, **patient safety**, by providing healthcare facilities with a smart, centralized, and reliable inventory management ecosystem.

Customer Problem Statement Template: Healthcare Inventory

Hospitals, pharmacies, and healthcare centers face difficulties managing medical supplies efficiently. Manual tran̄ ı ventiory often ds to stock shortages, overstocking, and expired items being used untuntionaly... This solution will improve dat., operational efficiency, cost control, and patient safety.

Inventory Manager
- Manual tracking leads to stock shortges & expired items.
- Needs automated, real-time tracking for safety.

Purchase Officer
- Fragmtanted supplier data causes delays & inacuracies.
- Needs centarlized system for POS & supplier details

Healthcare Adminisrator
- Lack to integrated reports slows analysis.
- Needs dashboard for insights on performance & usage

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But because	Which makes me feel
PS-1	Inventory Manager	Manage and track product stocks accurately	Inventory data is manually updated and lacks real-time synchronization	Frustrated and anxious about missing stock or using expired items
PS-2	Purchase Officer	Create and manage purchase orders efficiently	Supplier details and order history are scattered and unorganized	Confused and delayed in completing procurement processes
PS-3	Healthcare Administrator	Generate accurate inventory and supplier reports	The system does not integrate data or provide automated dashboards	Dissatisfied due to lack of insights and time-consuming manual analysis

Problem Statement PS-1:

As an **Inventory Manager**, I aim to maintain accurate tracking of medical stock quantities and expiry dates. However, the existing **manual tracking system** lacks real-time synchronization, making it difficult to monitor stock levels and prevent the use of expired items. This issue leaves me feeling **anxious and inefficient**, as there is a constant risk of stockouts or compliance violations. I need an **automated Salesforce-based system** that provides real-time stock visibility, automated expiry alerts, and seamless replenishment to ensure patient safety and operational reliability.

Problem Statement PS-2:

As a **Purchase Officer**, I want to efficiently manage supplier information and purchase orders within a unified system. Currently, **supplier records and order histories are fragmented across spreadsheets**, leading to frequent delays, duplicate entries, and miscommunication. This makes me feel **frustrated and slowed down**, as procurement workflows become inefficient. I require a **centralized Salesforce solution** that streamlines supplier management, automates purchase tracking, and ensures timely procurement with accurate data synchronization.

Problem Statement PS-3:

As a **Healthcare Administrator**, I need quick access to comprehensive reports on supplier performance, product consumption, and upcoming expirations. Unfortunately, the **lack of integrated dashboards and automated analytics** forces me to rely on manual data compilation, which is both time-consuming and error-prone. This limitation makes me feel **dissatisfied and restricted** in making informed operational decisions. I need a **Salesforce-powered reporting and analytics module** that consolidates real-time data and delivers clear insights to support effective planning, compliance, and performance evaluation.