# SHOPWORLD BUSINESS NEEDS / OBJECTIVES

*Prepared by Ibrahim Kaosarat*

*Business Analyst*

| Business Need / Objective | Why It's Important | Direction / Tool to Help |
|---|---|---|
| Track inventory in real-time | So everyone can know what is in stock and avoid stockouts or overstocking | Use barcode scanners and an inventory software that updates immediately (e.g., **Zoho Inventory, Odoo, TradeGecko**) |
| Reduce delay in updating records | So sales, stock, and purchases are up to date and not missed | Stop manual records and use one system that updates automatically (e.g., **Zoho Inventory, Airtable**) |
| Know fast-selling and slow-selling products | So the business can restock on time and stop wasting money on unsold items | Set up a system and automatic dashboard that shows which products move fast and which don't (e.g., **Power BI, Tableau, Google Data Studio**) |
| Make departments work together | So there are no mistakes or confusion between store, procurement, and sales | Use one platform that all departments can use and see updates at the same time (e.g., **Odoo, TradeGecko, Zoho Inventory**) |
| Speed up reordering process | So restocking doesn't take too long and customers don't get disappointed | Send alerts when stock is low and make it easy to reorder fast (e.g., **TradeGecko, Zoho Inventory, SAP**) |
| Improve customer satisfaction | So customers don't leave or give bad feedback because of 'out of stock' issues | Make sure the system helps keep stock available and respond quickly (e.g., **Shopify POS, Square POS, Zoho Inventory**) |
| Avoid wrong stock numbers | So the store doesn't think they have what they don't | Let stock updates happen automatically, not after several days (e.g., **Odoo Inventory, Zoho Inventory, QuickBooks Commerce**) |

| Reduce manual errors and stress | So staff spend less time correcting mistakes or searching for stock | Automate record-keeping and reduce writing in notebooks (e.g., **Honeywell Barcode Scanners, ABBYY FlexiCapture, SAP, QuickBooks Commerce**) |
|---|---|---|

## 1. Real-time Inventory Tracking

- **Why it's important:**

  - To ensure that everyone has up-to-date information about stock levels, preventing stockouts or overstocking.

  - It eliminates confusion between departments, such as sales, procurement, and store operations.

- **What needs to happen:**

  - Implement a **barcode scanning system** integrated with an **inventory management software**.

  - The system must update inventory levels instantly across all departments to keep everyone aligned.

## 2. Eliminate Delays in Updating Records

- **Why it's important:**

  - When records are updated with delays, critical decisions are made with outdated information, which can lead to missed sales or incorrect stock levels.

  - It wastes time and leads to errors that affect the entire business.

- **What needs to happen:**

  - Replace manual data entry methods (like notebooks and Excel) with a centralized, automated system that updates in real time across all departments.

## 3. Identify Fast-Selling and Slow-Selling Products

- **Why it's important:**

  - Knowing which products are selling quickly and which are slow-moving helps to prioritize restocking, reduce excess inventory, and avoid waste.

- It also helps make informed decisions for marketing or discounts.

- **What needs to happen:**

  - Use the **inventory management system** to monitor product sales and automatically flag fast-selling and slow-selling items.

  - Create visual alerts or dashboards for staff to easily view this data in real-time.

## 4. Improve Departmental Collaboration

- **Why it's important:**

  - Different departments (store, procurement, sales) often keep separate records, which can cause confusion, mistakes, or delays.

  - Streamlining communication ensures smoother operations and fewer errors.

- **What needs to happen:**

  - Implement a **centralized platform** that all departments can access, allowing them to view and update information instantly.

  - This system should sync stock levels, sales, and orders in real time to avoid discrepancies.

## 5. Speed up the Reordering Process

- **Why it's important:**

  - Slow reordering leads to stockouts, which frustrates customers and impacts revenue.

  - Being able to quickly reorder ensures product availability and reduces customer dissatisfaction.

- **What needs to happen:**

  - Set up **automatic alerts** when stock levels fall below a certain threshold.

  - Make the reordering process simple and fast with an integrated system that triggers purchasing orders automatically.

## 6. Improve Customer Satisfaction

- **Why it's important:**

  - Stockouts, delayed deliveries, and unavailability of products can drive customers away, leading to negative feedback and a loss of repeat business.

  - Ensuring stock is available and orders are fulfilled quickly improves customer experience and retention.

- **What needs to happen:**

  - Implement an **automated stock replenishment system** and real-time tracking so that stock is always available when needed.

  - Keep customers informed about product availability and ensure orders are processed smoothly and on time.


## 7. Prevent Wrong Stock Numbers

- **Why it's important:**

  - Wrong stock numbers lead to confusion, incorrect sales decisions, and missed opportunities.

  - Accurate stock data is crucial for efficient operations and customer trust.

- **What needs to happen:**

  - Use an **automated inventory tracking system** that updates stock levels in real time as products are sold, received, or moved.

  - This ensures that the stock numbers on the system are always accurate and reliable.


## 8. Reduce Manual Errors and Stress

- **Why it's important:**

  - Staff spending time correcting mistakes or searching for misplaced records are not focused on their primary tasks.

  - This leads to wasted time, stress, and potential errors that impact the business.

- **What needs to happen:**

  - Move from manual documentation to an **automated and centralized system** that reduces the need for human intervention in data entry.

- By automating routine tasks, staff can focus on higher-value activities and reduce errors.