

# SHOPWORLD Requirement Gathering Report

**Date:** 11-05-2025

**Prepared by:** Ibrahim Koasarat

**Client:** ShopWorld Stakeholders (Store Manager, Warehouse Supervisor, Purchasing Manager, Inventory Manager, Vendor Representative, Procurement Manager, IT Officer)

## 1. Introduction

This report contains information gathered from different ShopWorld stakeholders about the current state of their inventory management system. It highlights the challenges they face in their daily operations and what they believe should be improved. The purpose is to capture their concerns and expectations, and connect them to the proposed solution. This helps ensure that the final system truly meets their needs.

## 2. Purpose of Requirement Gathering

The main goal of this requirement gathering was to:

- Understand the current issues with the manual inventory tracking system.
- Get specific needs from each department that will use or be affected by the new system.
- Use the feedback to guide the design of a digital inventory management system using barcodes.

## 3. Scope of the Report

The scope covers all activities related to inventory tracking, stock management, procurement, and supply coordination at ShopWorld. It includes the day-to-day stock recording, ordering processes, supplier engagement, and system support needs.

## 4. Objectives

- To gather insights from stakeholders about how inventory is currently managed.
- To identify the key challenges with the existing system.
- To understand what stakeholders expect from the new system.
- To define the system requirements (functional and non-functional).

## 5. Stakeholder Information

The following individuals were interviewed:

- **Store Manager** – Oversees sales and stock availability in-store.
- **Warehouse Supervisor** – Manages stock movement and physical storage.
- **Purchasing Manager** – Handles reorders and vendor coordination.
- **Inventory Manager** – Controls stock accuracy and records.
- **Vendor Representative** – Supplies goods to ShopWorld.
- **Procurement Manager** – Focuses on long-term supply planning and cost.
- **IT Officer** – Responsible for system integration and support.

## 6. Method of Data Collection

- **Primary Method:** One-on-one semi-structured interviews.
- **Format:** In-person and virtual sessions.
- **Duration:** 30–45 minutes per session.
- **Documentation:** Notes were taken during each session.

## 7. Summary of Current Process (AS-IS)

- Inventory tracking is done manually using notebooks and Excel.
- Delays often happen when updating stock after sales.
- Mistakes in recording sometimes lead to over-ordering or stockouts.
- Some departments keep separate records, which are not always updated.
- It takes time to trace which products are slow-moving or expired.

## 8. Identified Gaps / Challenges

Based on the interviews, the following gaps and challenges were identified:

- **No Real-Time Stock Update:** Staff cannot see what is available instantly.
- **Frequent Stock Errors:** Manual entry causes mistakes in quantity records.

- **Delay in Reordering:** No system to alert when stock is low.
- **Lack of Coordination:** Warehouse and store sometimes have different records.
- **Hard to Track Movement:** Difficult to know where each product is at any time.
- **Supplier Complaints:** Vendors are not always informed early enough.
- **Poor Integration:** IT team said the current setup doesn't support system linking.
- **Time Wasting:** Staff spend too much time counting and checking inventory.

## 9. User Needs / Requirements (TO-BE)

### Functional Requirements:

- Track stock in real-time across store and warehouse.
- Alert when stock is low.
- Generate automatic reorder suggestions.
- Scan products using barcodes.
- Link stock data across departments (store, warehouse, purchasing).
- Allow vendor updates and visibility on order status.
- Support search and reporting features.

### Non-Functional Requirements:

- Simple and easy-to-use interface.
- System should work offline when there is no internet.
- Secure login for different users.
- Affordable to maintain.
- Reliable and fast system response.

## 10. Prioritized Requirements

### Must Have:

- Barcode scanning
- Real-time stock visibility
- Low stock alert

- System syncing across departments

**Should Have:**

- Vendor access portal
- Dashboard with stock performance

**Nice to Have:**

- Mobile app version
- Integration with existing Excel files

**11. Recommendations / Next Steps**

- Use the identified requirements to design the barcode inventory system.
- Engage stakeholders again to validate the solution before final implementation.
- Begin with a prototype to test functionality and get feedback.
- Train staff on how to use the new system.

**12. Appendices**

- Interview questions used.
- Summary notes from interviews (available upon request).