

Ideation Phase

Define the Problem Statements

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|---------------|---------------------------------|
| Date | 31 Oct 2025 |
| Team ID | NM2025TMID04366 |
| Project Name | To Supply Leftover Food to Poor |
| Maximum Marks | 2 Marks |

Customer Problem Statement Template:

People and organizations often struggle to manage leftover or surplus food efficiently. This leads to wastage and prevents food from reaching the poor and hungry. There is no centralized platform to coordinate food collection and distribution effectively. Using Salesforce, our project streamlines surplus food collection and delivery to ensure efficiency and transparency. It enables real-time coordination among donors, volunteers, and NGOs to reduce waste and hunger.

| Problem & Solution Table | | |
|-----------------------------|--|---|
| Problem | Description | Solution |
| Food Wastage | Edible surplus food from businesses is discarded, leading to environmental harm and missed opportunities to feed people. | Automated platform connects surplus food with recipients |
| Lack Coordination | Automated platform connects surplus food donors with recipients in real-time | Shortcode app shows integrated list of linked open instances |
| Lack Coordination | Manual processes and display with integration between donors, volunteers, and aid organizations | Salesforce-driven app for volunteers' hours and impact distribution logistics |
| Manual Tracking & Reporting | Difficulty tracking and reporting Volunteers, NGOs, and impact metrics | Create Salesforce objects for dashboards for direct reporting |

Reference: <https://developer.salesforce.com/signup>

Example:

| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|------------------------|-----------------|---|----------------------------|---|-------------------------------|
| PS-1 | A Volunteer | Distribute leftover food to poor people | the process is unorganized | there's no central system to track or assign donation | frustrated and helpless. |
| PS-2 | An NGO Manager | Collect surplus food from donors | Communication is delayed | there's no platform connecting donors and NGOs in real time | disappointed and inefficient. |

Problem Statement PS 1:

As a volunteer, I want to distribute leftover food to poor people, but the process is currently unorganized and lacks a proper tracking system. This makes me feel helpless and frustrated because I cannot efficiently identify where food needs to be delivered. A Salesforce-based solution will allow proper coordination, location tracking, and task management to ensure timely food distribution.

Problem Statement PS 2:

As an NGO manager, I want to collect and manage surplus food donations effectively, but communication with donors and volunteers is often delayed. This makes me feel disappointed and inefficient, as it reduces the number of people we can help. With a Salesforce-based system, we can automate food collection assignments, notifications, and delivery tracking in real-time to enhance coordination and reduce food wastage.