Business Analysis – Solution Evaluation

Group 1 – Retail Store Inventory Management

Elaine, Isaac, Pei, Jared

1. **Measure Solution Performance:**
   1.1. **Design and carry out measures against enterprise goals and objectives.**
      - Review and redesign the inventory process to identify bottlenecks and points to improvement.
      - Hold performance reviews with employees to check they follow the procedures to add or remove items to/from the inventory.
      - Evaluate training of employees in the procedures.
      - Compare inventory in person to inventory on system to check for accurate inventory count.
      - Check and see if the inventory of low selling items decreases after implementing system.
      - Check The frequency at which high selling items are being ordered by the system. This will correlate to the profit the company makes
   1.2. **Evaluate how well the solution meets business needs and objectives.**
      - By comparing the inventory on the system and in person we can verify that the system has an accurate measure of the current inventory on hand so that it doesn't waste money ordering items they don't need.
      - By checking to see if the inventory of low selling items has decreased, we can see if the system monitors which items are selling and not selling as no orders for low selling items would place resulting in fewer low selling items
      - By checking the frequency of orders on high selling items we can see how much the company spends on this product and how much money they bring in by keeping this item always in inventory. We can also see if the customers that look for these items have increased satisfaction with the shopping experience in the store

2. **Analyze Performance Measures:**
   2.1. **Examine findings to determine whether the solution is meeting business needs.**
      - Evaluate if the system truly reduces the products that the company has in excess.
      - Check if the new system accurately reports which items at selling well and how many orders the system places.
   2.2. **Consider metrics related to effectiveness, efficiency, and user satisfaction.**
      - Analyze if the user satisfaction and workflow efficiency has been increased after the cloud inventory management processes.

- Gather feedback from employees and customers to see if the system meets their expectations and make it visible to see the current stock.

3. Assess Solution Limitations:
    3.1. Identify underlying causes if the solution falls short of expectations.
- The system may not be able to analyze different real-life events that only occasionally happen, such as holidays that can cause certain products to become high demand when previously may have been low demand. A solution to this could be analyzing whenever there is a large jump in certain products during the year and remind/alert when it gets around that time of year.
- There may be a case where the system has a different inventory number than the physical inventory which can cause some discrepancies in the analytics. A solution to this would be occasional recounts of products to verify all info is up to date.
- Since the cloud solution is an online solution. It will fail to do any tasks if the internet of the store goes down which could cause no updates to inventory, order placements, or products received. The solution for this is to manually look for low quantity products until the internet is back-up.

    3.2. Look for obstacles or unnecessary constraints affecting solution performance.
- Outdated inventory system
- Employee training
- If the internet goes down for the cloud provide again no updates would be made