# Ideation Phase

# Define the Problem Statements
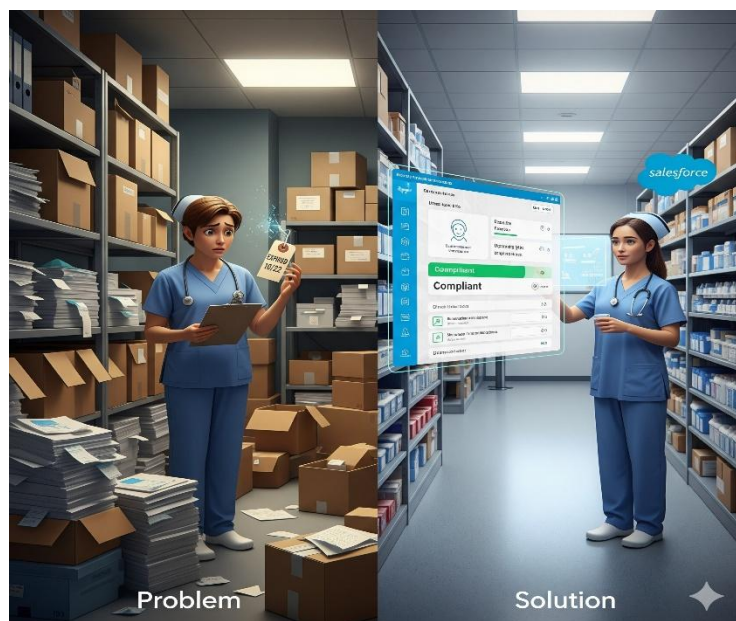
| Date | 1 November 2025 |
|------|-----------------|
| Team Id | NM2025TMID04221 |
| Project Name | Medical Inventory Management System |
| Maximum Marks | 2 Marks |

## Customer Problem Statement Template

Hospitals, pharmacies, and healthcare centers face difficulties managing medical supplies efficiently. Manual tracking of inventory often leads to stock shortages, overstocking, and expired items being used unintentionally. Suppliers' details are not always updated, causing delays in purchase orders and miscommunication. Furthermore, the absence of real-time data makes it difficult to generate accurate reports or track supplier performance.

They need an integrated system that automates inventory tracking, monitors expiry dates, and manages supplier and purchase order details seamlessly. A Salesforce-based Medical Inventory Management System would help streamline these operations, ensuring accuracy, transparency, and compliance with healthcare standards.

This solution will improve data accuracy, operational efficiency, cost control, and patient safety.

**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 am trying to track medical product quantities and expiry dates accurately, but the current manual system makes it difficult to maintain real-time visibility and ensure product safety. This limitation makes me feel anxious and inefficient, as I risk running out of stock or using expired items. I need an automated system that can monitor product availability and expiry, ensuring timely replenishment and compliance.

## Problem Statement PS 2:

As a Purchase Officer, I want to manage supplier and purchase order details within a single system, but data fragmentation across spreadsheets causes delays and inaccuracies. This makes me feel frustrated, as it hampers procurement efficiency. I need a centralized Salesforce-based solution to handle supplier records, purchase orders, and order tracking seamlessly.

**Problem Statement PS 3:**

As a Healthcare Administrator, I need to access comprehensive reports on supplier performance, product usage, and expiry alerts, but the lack of integrated reporting tools prevents quick analysis and decision-making. This makes me feel limited in managing inventory effectively. A dashboard-driven Salesforce solution would enable accurate, real-time reporting and better resource management.