**Treasure Bay - Problem Statement**

| The Problem of | The business heavily relies on spreadsheets which is not the most reliable solution when it comes to managing transactions since there is always room for failure. Treasure Bay has also failed to integrate to their new POS system. This set of events has caused inefficiencies in transaction tracking and inventory management. |
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| Affects | The management team, staff working in the convenience store, and the garage. As well as customers who rely on a service with accurate invoicing. |
| The impact of which is | The ineffective transaction tracking has caused Treasure Bay to inefficiently manage crucial parts of their system which could potentially lead to legal problems as they’ve been audited by the CRA (Canada Revenue Agency). |
| A successful solution would | Integrate the new POS which will help in accurately documenting all business transactions, allowing the same amount of employees to do more work. |