# Project Charter

## Project Details

Project Name: Medical Inventory and sales Optimization

Industry: Healthcare

Department: Medical

Product/Process:

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## Prepared By

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| Document Owner(s) | Project/Organization Role |
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## Business Problem

The pharmacy is experiencing a significant increase in bounce rates, leading to patient dissatisfaction and potential loss of revenue. Addressing this issue is critical to ensuring patient retention and operational efficiency.

## Objective

Minimize bounce rates to enhance patient satisfaction and streamline pharmacy operations.

## Constraints

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| Minimize inventory costs while addressing bounce rate issues. | |
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## Success Criteria

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1. Business Success Criteria:** | | |  |  |  |  |  |  |
| Reduce the bounce rate by at least 30%. | | | | |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **2. Economic Success Criteria:** | | |  |  |  |  |  |  |
| Increase revenue by at least 20 lacs INR by addressing and reducing the bounce rate. | | | | | | | | |