**Practice case:** Warehouse management systems (WMS) help manufacturers increase efficiency by keeping track of inventory and processing customer orders in real time. As customers increasingly place their orders through third-party apps (such as Taobao) while demanding that products be delivered more quickly, WMS are being stretched to their limit in terms of information sharing coordination and performance capacity.

**Criteria:** Identify two criteria by which you will evaluate WMS.

**Problems:** Write two “Problem” statements that describe the shortcomings of previous WMS, based on the evaluation criteria you just established.

**Needs:** Write two “Need” statements that describe the requirements of your new WMS, directly improving on the problems you just stated.

**Solution:** Write two “Solution” statements that explain how you will meet the WMS needs which you just established.