

# Project Design Phase – Problem–Solution Fit

**Date:** 2 November 2025

**Team ID:** MEDINV2025TMID0425

**NM ID:** 6D24F58C3BFCDC0B2754A4CE3927F280

**Project Name:** Medical Inventory Management System (Salesforce)

**Maximum Marks:** 2 Marks

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## Problem–Solution Fit Overview

The **Medical Inventory Management System (Salesforce)** project addresses major operational inefficiencies in how hospitals and medical institutions handle product tracking, supplier management, and expiry control.

Through observation and requirement analysis, the team identified that manual systems lead to expired product usage, delayed procurements, inaccurate reporting, and supplier accountability gaps.

The Salesforce-based solution offers an integrated, automated platform that not only resolves these pain points but also modernizes inventory management with real-time visibility, alerts, and analytics.

This ensures accuracy, transparency, and efficiency — aligning with healthcare’s high safety and compliance standards.

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## Purpose

- **Solve complex operational issues** in medical inventory management through intelligent automation and centralized data control.
  - **Improve adoption and reliability** by leveraging Salesforce’s robust workflows, validations, and alert mechanisms.
  - **Strengthen compliance and safety** through expiry alerts, audit trails, and supplier performance tracking.
  - **Enable smarter decision-making** with comprehensive dashboards and real-time analytics.
  - **Enhance user trust** by providing transparency, reducing manual workload, and ensuring consistent stock availability.
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## Problem–Solution Fit Summary

Identified Problem	Proposed Salesforce-Based Solution
Expired medical products remain unnoticed until audits, causing financial and safety risks.	Implement automated expiry monitoring with pre-expiry alerts, preventing use of unsafe items.
Stockouts of critical items due to poor manual tracking.	Introduce real-time inventory dashboards with reorder-level triggers and auto-generated purchase orders.
Inconsistent supplier performance and lack of accountability.	Create a supplier performance tracking module with KPIs for delivery timelines, quality, and reliability.
Data duplication and errors from manual stock entry.	Enable barcode-based product entry and validation workflows to minimize human error.
No unified reporting or analytics for management.	Build real-time dashboards in Salesforce for stock movement, purchase trends, and expiry tracking.

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## Problem–Solution Alignment

The solution directly addresses user pain points discovered during the **Empathize & Discover** phase.

By integrating real-time automation into everyday workflows, the system replaces reactive, manual corrections with **predictive and preventive management**.

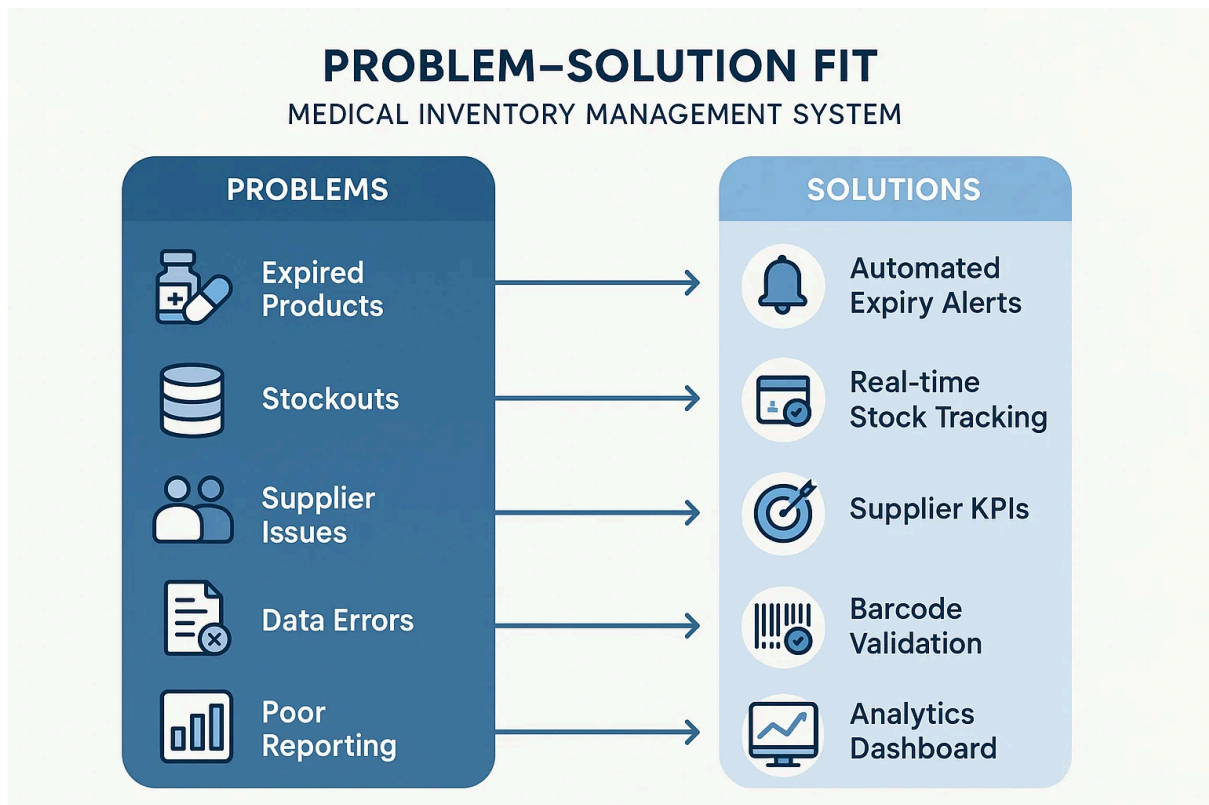
The combination of automated alerts, supplier scoring, and dashboard-driven insights ensures an efficient and compliant inventory ecosystem for healthcare operations.

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## Impact and Fit

- **Operational Efficiency:** Reduces manual workload by over 60% through automation.
- **Compliance Assurance:** Expiry and batch tracking ensure adherence to medical safety standards.
- **Cost Optimization:** Minimizes wastage due to expired stock and over-purchasing.
- **User Empowerment:** Intuitive dashboards help pharmacists, admins, and procurement officers make quick, data-driven decisions.

- **Sustainability:** Provides a scalable Salesforce architecture for future modules such as billing, insurance, and predictive forecasting.



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## Conclusion

The **Medical Inventory Management System** achieves a strong **Problem–Solution Fit** by aligning healthcare operational challenges with Salesforce’s automation and data management capabilities.

It transforms scattered, manual workflows into a centralized, intelligent ecosystem that ensures safety, accuracy, and accountability in every stage of the inventory lifecycle.