Define the Problem Statements

Team ID: 6D24F58C3BFCDC0B2754A4CE3927F280
Project Name: Medical Inventory Management System (Salesforce)
Maximum Marks: 2 Marks

Customer Problem Statement

Hospitals and healthcare centers face serious challenges in managing medical inventory. Manual processes cause expired products to remain in circulation, stock shortages during critical needs, and difficulty tracking supplier performance. Data scattered across multiple spreadsheets reduces operational visibility, resulting in financial loss and compliance risks.
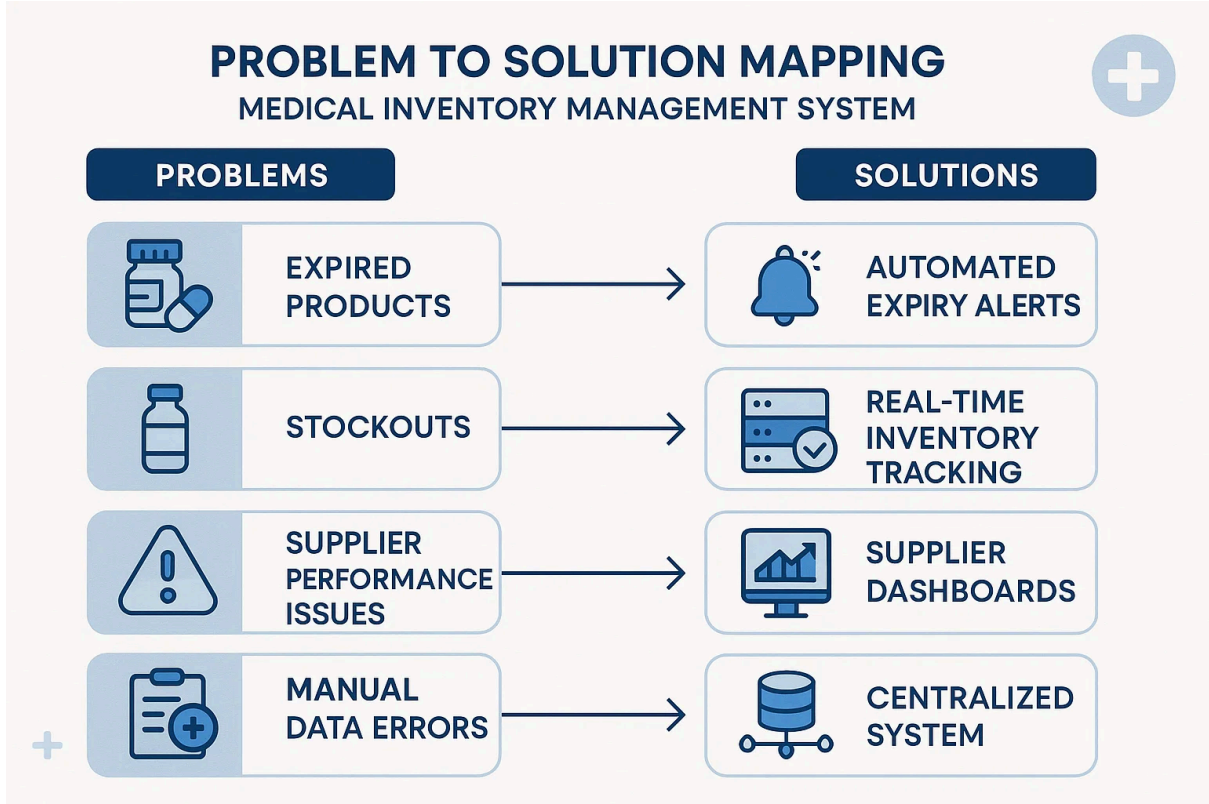
The goal is to build a Salesforce-based Medical Inventory Management System that ensures data accuracy, real-time tracking, and automatic alerts for expiry and stock levels. This will improve operational efficiency, accountability, and healthcare service quality.

Problem Scenarios

Problem ID	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Inventory Manager	Track stock and expiry of medicines	The system doesn't alert me in advance	There's no automation for expiry monitoring	Worried about patient safety and regulatory audits
PS-2	Procurement Officer	Reorder critical medicines on time	I don't know when stock levels are low	Data is manually updated and often delayed	Frustrated with unpredictable shortages
PS-3	Hospital Admin	Review supplier performance reports	Reports are incomplete and inconsistent	Data is scattered across spreadsheets	Annoyed by lack of insight and wasted effort
PS-4	Storekeeper	Maintain accurate batch-level records	Manual updates lead to duplication and errors	No centralized or validated entry system	Overwhelmed by repetitive corrections

Problem Description and Proposed Solutions

Problem Description	Proposed Solution
Expired medical products remain unnoticed until inspection, risking safety and compliance.	Implement automated expiry date tracking with alert notifications before expiry.
Critical stockouts delay treatments due to late reordering.	Add a real-time stock tracking dashboard with reorder-level triggers in Salesforce.
Lack of supplier performance visibility leads to unreliable purchasing decisions.	Create supplier analytics dashboards to visualize performance metrics.
Manual entry errors affect data reliability.	Integrate barcode scanning and validation for product entries.
Disconnected systems prevent unified control of inventory data.	Centralize all stock, supplier, and transaction records within Salesforce for transparency and access control.

PROBLEM TO SOLUTION MAPPING
MEDICAL INVENTORY MANAGEMENT SYSTEM

PROBLEMS

- EXPIRED PRODUCTS
- STOCKOUTS
- SUPPLIER PERFORMANCE ISSUES
- MANUAL DATA ERRORS

SOLUTIONS

- AUTOMATED EXPIRY ALERTS
- REAL-TIME INVENTORY TRACKING
- SUPPLIER DASHBOARDS
- CENTRALIZED SYSTEM

Problem Statement 1

As an **Inventory Manager**, I want to track product expiry effectively, but the current manual system gives no alerts before items expire. This leads to financial loss and regulatory issues.

A Salesforce-based expiry monitoring and alert mechanism will ensure compliance and product safety.

Problem Statement 2

As a **Procurement Officer**, I want to receive notifications before stock runs out. The current manual data entry process delays reorders and causes disruptions in supply. Automated stock-level monitoring and purchase order triggers will ensure uninterrupted availability of critical supplies.