Define the Problem Statements

Team ID : NM2025TMID05910

Team Size : 4

Team Leader : Preethi M

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2.1 Background

Jewellerystores,especiallysmalltomedium-sized businesses, often rely on manual record-keepingorbasicspreadsheetstomanage sales, billing, and stock inventory. This leads to frequentcalculationerrors,poorstocktracking, and delayed customer service. Implementing adigitalJewelleryManagementSystemwill help streamline operations, automate billing, and enhancecustomersatisfactionthroughdata accuracy and transparency.

2.2 Problem Description

• Manual billing and invoice creation result in errors and time delays.

• Difficulty in tracking jewellery inventory, product categories, and sales records.

• Lack of customer insights and purchase history tracking.

• No real-time reporting or analytics for business decisions.

• Inefficient coordination between sales, billing, and stock management

Issue	Root Cause	Impact
Inventory errors	Manual stock updates and lack of automated tracking	Inaccurate product availability
Billing delays	No integrated billing system	Reduced customer satisfaction

2.3 Root Cause Analysis

Customer mismanagement	No centralized customer database	Loss of repeat business
Poor decision-making	No real-time data or analytics	Limited business insights
Communication gaps	No alert or notification system	Missed updates and reduced efficiency

2.4 Problem Statement

Jewellery stores require a centralized and automated system to efficiently manage inventory, billing, and customer information while providing real-time insights, sales tracking, and improved service communication.

2.5 Project Boundaries

In Scope	Out of Scope
Inventory and Billing Management	Integration with third-party payment gateways
Customer and Sales Tracking Modules	Mobile app development
Reports, Dashboards, and Notifications	External vendor management systems

2.6 Expected Benefits

• Automated inventory and billing reduce manual work and human error.

• Real-time analytics support better sales forecasting and planning.

• Improved customer satisfaction through faster billing and order tracking.

• Increased transparency in stock movement and sales performance.

• Enhanced operational efficiency leading to better profitability.

Customer problem Statement