

Problem Report Form

Priority: High

Project Name: Inventory Management System Upgrade

Date: 25-Feb-2025

Process Name: Order Processing

Phase Number: 2

Raised By: John Doe

Number of Days to Answer: 2

Close Date: 02-Mar-2025

Number of Days to Fix this Problem: 5

Finding:

The system fails to update inventory levels after an order is placed, causing stock mismatches.

Requirement/Standard Impacted:

Real-time inventory update as per company policy.

Immediate Solution Proposed:

Manually update inventory records after each order as a temporary solution.

Root Cause:

Database synchronization failure between the order management module and the inventory system.

Permanent Solution Proposed:

Modify the system to implement an automated real-time database sync process.

Acceptance Date of Permanent Solution: 05-Mar-2025

Follow-up Action (if necessary):

Monitor inventory updates for one month to ensure the issue is fully resolved.