**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| Date | 18 june 2025 |
| Team ID | LTVIP2025TMID29069 |
| Project Name | medical inventory management |
| Maximum Marks | 2 Marks |

**Customer Problem Statement Template:**

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you’ll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

Graphical user interface, text, application, email

Description automatically generated

**Example:**

Chart, treemap chart

Description automatically generated

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | A hospital inventory manager | Ensure critical medicines are always in stock | I don’t get real-time alerts when stock runs low | The current system is manual and doesn’t track usage in real time | Frustrated, anxious, and worried about safety |
| PS-2 | A nurse in a busy hospital | Request and receive medical items quickly for treatment | The request process is slow and approvals take too long | There's no automated workflow or visibility into request status | Helpless and unable to provide timely care |