

Ideation Phase

Define the Problem Statements

Date	31Oct2025
TeamID	NM2025TMID04671
Project Name	ToSupplyLeftoverFoodtoPoor
MaximumMarks	2Marks

Customer Problem Statement Template:

People and organizations often struggle to manage leftover or surplus food efficiently. This leads to waste and prevents food from reaching the poor and hungry. There is no centralized platform to coordinate food collection and distribution effectively. Using Salesforce, our project streamlines surplus food collection and delivery to ensure efficiency and transparency. It enables real-time coordination among donors, volunteers, and NGOs to reduce waste and hunger.

Problem & Solution Table

Problem	Description	Solution
Food Wastage	Edible surplus food from businesses is discarded, leading to environmental harm and missed opportunities to feed people.	Automated platform connects food donors with recipients
Lack of Coordination	Automated platform connects available surplus food donors with recipients in real-time.	Shorter delivery times integrated with a list of linked open instances.
Lack of Coordination	Manual processes and lack of integration between donors, volunteers, and aid organizations.	Salesforce-driven app for tracking volunteers' hours and impact certification logistics.
Manual Tracking & Reporting	Difficulty tracking and reporting on volunteers, NGOs, and metrics.	Create Salesforce objects for dashboards for direct reporting.

Reference: <https://developer.salesforce.com/signup>

Example:

Problem Statement(PS)	I am(Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Volunteer	Distribute leftover food to poor people	the process is unorganized	there's no central system to track or assign donation	frustrated and helpless.
PS-2	An NGO Manager	Collect surplus food from donors	Communication is delayed	there's no platform connecting donors and NGOs in real time	disappointed and inefficient.

Problem Statement PS 1:

As a volunteer, I want to distribute leftover food to poor people, but the process is currently unorganized and lacks a proper tracking system. This makes me feel helpless and frustrated because I cannot efficiently identify where food needs to be delivered. A Salesforce-based solution will allow proper coordination, location tracking, and task management to ensure timely food distribution.

Problem Statement PS 2:

As an NGO manager, I want to collect and manage surplus food donations effectively, but communication with donors and volunteers is often delayed. This makes me feel disappointed and inefficient, as it reduces the number of people we can help. With a Salesforce-based system, we can automate food collection assignments, notifications, and delivery tracking in real-time to enhance coordination and reduce food wastage.