Ideation Phase
Define the Problem Statements

Date	November 06,2025
Team ID	NM2025TMID05285
Project Name	Medical Inventory Management
Maximum Marks	2 Marks

Customer Problem Statement Template:

Hospitals and healthcare facilities face significant challenges in managing their medical inventories effectively. Manual tracking of medicines, equipment, and consumables often leads to stock discrepancies, unnoticed expiry dates, and delayed replenishments. These issues can cause shortages of critical medical supplies, impacting patient care and hospital operations.

Additionally, lack of real-time visibility into inventory status results in overstocking or wastage of resources. Staff members spend excessive time updating records, which increases the risk of human error and data inconsistency.

They need an automated system that monitors stock levels, expiry dates, and supplier information in real time. The system should generate alerts for low or expiring stock, maintain accurate records, and support quick reordering from vendors.

Implementing this solution will ensure continuous availability of essential medical supplies, improve operational efficiency, reduce waste, and enhance overall hospital reliability

Problem & Solution Table

Problem	Description	Solution
Data Integrity Risk	Deleting users who are still linked to incidents causes less of incident history and incomplete records.	Implement a valldation check to block deletion if active incident asserears exist.
User Confusion	Admins may accidentally remove users without realizing they are assigned to open inc- inidents.	Show clear warnings and display a list of linked incidents before allowing deletion.
Compilance Issues	requirements mandate preserving fncident records and responsible user assignments.	Automatically archive user-related data or reasign incidents before allowing deletion.
Workflow Disraption	Removing assigned users disrupts workflows and delays incident resolution'ons.	Create a reallocation workflow that reassigns incidents to other users or a default incident owner.
Audit Challenges	Without sofegüed logs and enforce deletion policies to ensure audit reccids remain intact and accessible.	Maintain detailed logs and enforce deletion policies to ensure audit records remain intact and accessible.

Reference: https://miro.com/templates/customer-problem-statement/

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	an Admin	Delete a user	the system doesn't allow it	the user is still assigned to active incidents	stuck and confused
PS-2	A Team Manager	Manage incident ownership	users get deleted without warnings	there's no alert or automatic check for active incident assignments	Frustrated and worried

⬛ Problem Statement PS 1:

As an admin, I am trying to delete a user who is no longer part of the organization, but the system prevents me from completing this action because the user is still assigned to active incidents. This limitation makes me feel confused and stuck, as I cannot maintain clean records or reassign responsibilities easily.

It interrupts the workflow and delays task management, especially during critical times. I need a better way to identify and resolve such dependencies before proceeding with deletion.

✅ Problem Statement PS 2:

As a team manager, I want to ensure that incidents are properly reassigned when a user is removed. However, the system allows deletion without any warning or summary of assigned tasks.

This causes incidents to be left unmanaged, which affects team performance and service quality. A built-in alert or automatic reassignment would reduce errors and maintain accountability.