

Medical Inventory Management

Ideation Phase

Define the Problem Statements

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Team ID	NM2025TMID04716
Project Name	Medical Inventory Management System

Problem Statement Template:

Hospitals, pharmacies, and healthcare institutions face challenges in maintaining accurate and timely inventory records. Manual record-keeping and spreadsheet-based systems often lead to data duplication, stock mismatches, delayed procurement, and even usage of expired medicines.

These inefficiencies interrupt medical operations, reduce productivity, and compromise patient safety. Organizations need a centralized, automated system to manage suppliers, products, purchase orders, and stock levels efficiently.

A Salesforce-based Medical Inventory Management System would ensure real-time tracking, accurate data management, and timely decision-making, thereby improving operational reliability and patient care.

Medical Inventory Management: Problem & Solution

Problem	Description	Solution
Data Inaccuracy	Manual entry errors, duplicate records, mismatched stock	Automated, centralized in Salesforce
Expired Medicines	Staff miss dates, use/store expired stock	Automated expiry alerts & reports
Stockouts & Shortages	Delayed ordering, critical shortages	Automated reorder points, low-stock notifications
Overstock & Wastage	Poor forecasting, disrupt workflow, delay care	Automated reunit, low-stock notifications
Workflow Disruption	Poor forecasting, storage clutter, delay care	Standardized processes, automated recordkeeping
Compliance Issues	Analytics, consumption trends, trends, optimize orders	Manual methods lack audit trails, regulatory info
Missed/Stolen Inventory	Lack of visibility, increased risk of losses, access of loss	Robust reporting, audit logs for regulations

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Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Pharmacist	Maintain accurate medicine stock levels	Stock counts often mismatch	Data is entered manually	Frustrated and uncertain
PS-2	A Purchase Manager	Manage supplier purchase orders	There is no automated tracking system	Orders are recorded manually	Stressed and delayed
PS-3	An Inventory Manager	Monitor expiry dates of medicines	Expired stock goes unnoticed	There are no automatic alerts	Worried about compliance

Problem Statement PS-1:

As a Pharmacist, I am trying to maintain accurate medicine stock records, but frequent mismatches occur due to manual updates and lack of real-time tracking.

This makes me feel frustrated and uncertain, as inaccurate stock data can lead to shortages or wastage. I need an automated Salesforce-based system that ensures real-time synchronization of stock levels and reduces human error.

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Problem Statement PS-2:

As a Purchase Manager, I want to efficiently manage supplier purchase orders, but the absence of an automated tracking system leads to delays and confusion. This makes me feel stressed and unorganized, as I struggle to monitor pending and completed orders. I need a centralized order management module that tracks order status, sends alerts, and improves procurement efficiency.

Problem Statement PS-3:

As an Inventory Controller, I am responsible for monitoring product expiry and stock rotation. However, there is no automatic alert system to flag soon-to-expire medicines. This makes me feel worried and anxious about patient safety and compliance issues. I need a Salesforce automation feature that alerts users about expiring stock and prevents the use of outdated products.

Summary:

The Medical Inventory Management System aims to eliminate inefficiencies in manual stock tracking and ensure accuracy, visibility, and accountability across all stages of inventory management. By providing automation, real-time reporting, and cloud-based accessibility, the system enhances operational reliability, staff productivity, and healthcare service quality.