Ideation Phase

Define the Problem Statements

Date	01 November 2025
Team ID	NM2025TMID07834
Project Name	Medical Inventory Management
Maximum Marks	2 Marks

Customer Problem Statement Template:

Medical stores and clinics face difficulties in managing medicine stock accurately.
Expired medicines get wasted because there is no proper expiry alert or tracking system.
Manual entry creates mistakes in quantity updates and order records.
There is no clear method to track supplier performance or incoming purchase orders.
This leads to stock shortage, financial loss, and incorrect usage of expired items.

They need a way to monitor expiry dates, maintain supplier records, and track purchase orders in a single system.
A simple alert system, validations, and dashboards in Salesforce will help prevent wastage and improve inventory accuracy.

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

Example:

Problem statement	I am… (Customer)	I'm trying to…	But	Because	Which makes me feel
PS-1	Medical Store Admin	Track medicine expiry	system doesn't alert	expiry date not monitored	worried about expired usage
PS-2	Inventory Staff	Update stock quantity	values become wrong	manual entry mistakes	confused & frustrated

Problem Statement PS 1:

As a medical store admin, I want to make sure that medicines are not expired when being used or issued.
But currently there is no auto alert when expiry date is near.
This causes wastage, risk to patients, and financial loss.
I need a Salesforce based expiry tracking system to get reminders and alerts before expiry.

Problem Statement PS 2:

As an inventory staff member, I want to record all incoming purchase orders properly.
But manual tracking often leads to wrong entries and missing supplier details.
This makes stock count inaccurate and reduces trust in the records.
A single Salesforce application with purchase order object, validation rules, and supplier details will solve this.