IDEATION PHASE
DEFINE THE PROBLEM STATEMENTS

DATE	1 NOVEMBER 2025
TEAM ID	NM2025TMID05759
PROJECT NAME	MEDICAL INVENTORY MANAGEMENT
MAXIMUM MARKS	4 MARKS

Customer Problem Statement Template:

Hospitals and clinics often face challenges in managing their medical inventory effectively. They struggle with tracking stock levels of medicines, equipment, and consumables in real time. Manual updates or spreadsheet-based systems lead to stockouts, expired supplies, and over-purchasing.

This results in increased operational costs, patient treatment delays, and compliance risks. They need a **Salesforce-based automated inventory management system** that provides real-time tracking, low-stock alerts, and expiry notifications.

Such a system would enhance efficiency, ensure timely replenishment, reduce wastage, improve overall patient care delivery.

Problem ID	Problem	Description	Solution
P1	Difficulty in tracking medicine stock levels	Pharmacists and staff struggle to manually update medicine quantities after each use. This leads to errors, inaccurate records, and occasional stockouts.	Implement an automated stock update system in Salesforce that syncs with patient prescriptions and usage data.
P2	Lack of real-time visibility of inventory	Administrators cannot view live stock levels across departments, causing overstocking in one area and shortages in another.	Create a centralized Salesforce dashboard showing real-time inventory levels across all hospital departments.
P3	Expiry management and wastage	Many medicines expire unnoticed due to lack of timely alerts, leading to waste and compliance issues.	Add automated expiry-date tracking and early alert notifications for soon-to-expire medicines.
P4	No predictive insights for reordering	Stock replenishment is done manually without analyzing usage trends, often resulting in late or excess orders.	Use Salesforce Analytics and AI to forecast demand and suggest reorder quantities automatically.
P5	Compliance and audit challenges	During audits, administrators find it difficult to generate accurate inventory reports quickly.	Generate auto-updated inventory and usage reports in Salesforce for smooth audit and compliance checks.

Example:

Problem Statement(PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a Pharmacist	keep track of medicines and update stock after usage	it takes too much time and leads to mistakes	the system is manual and not connected to patient data	frustrated and worried about missing important medicines
PS-2	A Hospital Administrator	monitor all department inventories and ensure no stockouts	I don't get real-time updates or expiry alerts	the system lacks automation and tracking features	anxious and unprepared during audits or emergencies

Problem Statement PS1:

As a **pharmacist**, I am trying to update medicine stock levels after patient treatment, but it takes too long and often leads to data errors because the current system is manual and not integrated with Salesforce.

This makes me feel frustrated and concerned about running out of essential medicines during emergencies. An automated Salesforce-based solution with real-time updates would make stock tracking faster, accurate, and reliable.

Problem Statement PS2:

As a hospital administrator, I want to monitor medical inventory across departments in real time, but the current system lacks automated alerts for low stock and expiry dates.

This results in last-minute shortages and compliance issues, making me anxious during audits or inspections. A centralized Salesforce dashboard with predictive alerts would help maintain efficiency and regulatory compliance.