

INVENTORY SYSTEM SURVEY REPORT

Shop Name:	Usman Medical Store
Person Interviewed:	Usman
Business Type:	Pharmacy
Survey Location:	Alfalah, Malir Halt Society, Karachi – Pakistan
Meeting Start:	6:11 pm
Meeting End:	6:21 pm
Survey Conducted By:	Hasan Mustafa

OBJECTIVE OF SURVEY:

To analyze the current inventory management practices at Usman Medical Store, identify challenges and explore opportunities for implementing a more efficient inventory management system.

BUSINESS PROFILE:

Usman Medical Store is a community pharmacy operated by the owner and his mother. The pharmacy handles a large and diverse stock of medicines with daily sales and purchases. Current operations are partly digitized using in-house software.

SURVEY FINDINGS:

1. **Business Type:** Pharmacy
2. **Stock Size:** Uncountable (large variety of medicines)
3. **Inventory Management Staff:** Self-managed (Owner + Mother)
4. **Current Tracking Method:** Own software (sometimes screenshots)
5. **Stock Update Frequency:** Daily
6. **Sales/Purchase Recording:** Own software
7. **Low Stock Identification:** Checked through expiry dates & finished packets
8. **Problems in Current System:**
 - Expired medicines
 - Lagging issues
 - Busy system (2–3 min delay)
9. **Time Spent on Stock Management:** Daily
10. **Lost Sales Due to Inventory Issues:** Yes, sometimes

- 11. Difficulty in Expiry/Batch Tracking:** Yes
- 12. Khata Management:** Not aware of Khata system
- 13. Required Features in New System:**
- Low stock alerts
 - Expiry tracking
 - Reports (Sales, Profit/Loss, Stock Valuation)
 - Supplier & Purchase Management
 - Customer Khata Management
- 14. System Preference:** Both (Offline + Online)
- 15. Currently Paying for Software:** Yes
- 16. Budget Range:** 50,000 – 200,000 PKR
- 17. Payment Preference:** Monthly installment
- 18. Technology Comfort Level:** Mobile preferred
- 19. Reports Needed:** Stock and Profit/Loss
- 20. Report Frequency:** Daily
- 21. Future Expansion Plans:** Yes

PAIN POINTS & OPPORTUNITIES:

- Expired medicines lead to financial loss.
- Lagging software slows customer service.
- Lack of proper batch tracking causes management issues.
- No Khata system results in missed credit sales tracking.

Opportunities include improved expiry alerts, smooth mobile-based operations, digital Khata integration and enhanced reporting for decision-making.

OWNER'S PRIORITY FEATURES:

- Expiry tracking (Highest priority)
- Low stock alerts
- Daily reporting
- Supplier & purchase management
- Khata system integration

RECOMMENDATIONS:

It is recommended to develop a hybrid (online + offline) inventory management solution with strong mobile support. The system should prioritize expiry tracking, real-time alerts, and smooth performance. Cloud backup is advised to prevent data loss. A user-friendly interface is essential for both the owner and family members who manage the pharmacy.

CONCLUSION:

The survey highlights that while Usman Medical Store is already using software, challenges such as expiry tracking, system lag and missing Khata functionality reduce efficiency. With a reasonable budget and openness to technology, the pharmacy presents a strong case for adopting a modern, mobile-friendly inventory management system that ensures accuracy, speed and scalability for future expansion.