**INVENTORY SYSTEM SURVEY REPORT**

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| **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)

1. **Time Spent on Stock Management:** Daily
2. **Lost Sales Due to Inventory Issues:** Yes, sometimes
3. **Difficulty in Expiry/Batch Tracking:** Yes
4. **Khata Management:** Not aware of Khata system
5. **Required Features in New System:**
   * Low stock alerts
   * Expiry tracking
   * Reports (Sales, Profit/Loss, Stock Valuation)
   * Supplier & Purchase Management
   * Customer Khata Management
6. **System Preference:** Both (Offline + Online)
7. **Currently Paying for Software:** Yes
8. **Budget Range:** 50,000 – 200,000 PKR
9. **Payment Preference:** Monthly installment
10. **Technology Comfort Level:** Mobile preferred
11. **Reports Needed:** Stock and Profit/Loss
12. **Report Frequency:** Daily
13. **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.