INVENTORY MANAGEMENT SURVEY REPORT

Store Name: Bilal Medical Stores

Interviewee: Bilal Ahmed

Business Type: Pharmacy / Medical Store

Location of Survey: Baharabad, Karachi – Pakistan

Meeting Duration: 4:45 pm – 5:15 pm

Survey Conducted By: Syed Sarim Hassan Naqvi

PURPOSE OF THE SURVEY

The aim of this survey is to understand the current inventory handling practices at **Bilal Medical Stores**, highlight the difficulties faced, and identify opportunities to introduce a more reliable and efficient inventory management solution.

BUSINESS OVERVIEW

Bilal Medical Stores is a privately run pharmacy offering medicines, healthcare supplies, and other essential medical products. The shop deals with a broad range of items, maintains steady daily sales, and regularly restocks from multiple suppliers. At present, operations are only partly automated and rely on basic billing software.

KEY FINDINGS

1. **Business Nature:** Retail pharmacy

2. **Range of Stock:** Wide selection of medicines and healthcare products

3. **People Handling Inventory:** The owner assisted by one helper

4. **Current Tracking Method:** Combination of simple billing software and handwritten notes

5. **Frequency of Stock Updates:** Daily

6. **Recording of Sales & Purchases:** Through the billing software

7. **Identifying Low Stock:** Mainly by visual checks and customer requests

8. **Current Challenges:**

    o   Hard to monitor slow-moving or almost-finished medicines

    o   Manual checks sometimes cause stock shortages

    o   Reporting features in the existing software are limited

9. **Time Spent Managing Stock:** Every day

10. **Lost Sales Due to Inventory Gaps:** Yes, particularly during busy hours

11. **Expiry/Batch Monitoring:** Difficult, especially for medicines with short shelf life

12. **Customer Credit (Khata) Records:** Maintained manually in a notebook

13. **Desired Features in a New System:**

    o   Automatic low-stock alerts

    o   Expiry and batch tracking for medicines

    o   Detailed sales, profit/loss, and stock valuation reports

    o   Supplier and purchase management

    o   Digital Khata (customer credit) management

14. **Preferred System Type:** Hybrid (offline + online)

15. **Existing Software Expense:** Yes

16. **Estimated Budget:** PKR 50,000 – 200,000

17. **Preferred Payment Plan:** Monthly installments

18. **Comfort with Technology:** Prefers mobile-friendly solutions

19. **Reports Required:** Stock and profit/loss

20. **Frequency of Reports:** Daily

21. **Plans for Growth:** Yes – intends to expand product categories and service

CHALLENGES & OPPORTUNITIES

- Stock shortages during peak times result in lost sales.

- Manual expiry checks for medicines are time-consuming.

- Limited reporting makes it difficult to track trends and performance.

- Paper-based Khata can lead to errors or misplaced records.

Opportunity: Implementing a modern pharmacy inventory system with real-time low-stock alerts, automated expiry notifications, and digital Khata functionality will cut down on losses and save management time.

OWNER'S TOP PRIORITIES

- Real-time low-stock alerts

- Automatic expiry tracking for medicines

- Daily sales and profit/loss reporting

- Supplier and purchase management

- Integrated digital Khata system

RECOMMENDATION

Bilal Medical Stores should use a simple pharmacy inventory system that can work with or without internet and automatically saves data online for backup. The system should give low stock alerts, expiry reminders, and keep customer credit records (digital Khata). It must be mobile-friendly and easy for staff to use so daily work becomes faster, safer, and more accurate.

CONCLUSION

Although **Bilal Medical Stores** already uses basic billing software, it faces challenges in tracking expiry dates, preventing stockouts, and maintaining manual Khata records. With an appropriate budget and openness to technology, the store is well-positioned to introduce a mobile-friendly, advanced inventory management system that will enhance accuracy, streamline operations, and support future expansion.

PICTURE: