

Ideation Phase

Define the Problem Statements

Team ID : NM2025TMID01844

Team Size : 4

Team Leader : Balasubramani R

Team member : Deepathkumar R

Team member : Parameshwaran V

Team member : Rahul M

2.1 Background

Jewellery stores, especially small to medium-sized businesses, often rely on manual record-keeping or basic spreadsheets to manage sales, billing, and stock inventory. This leads to frequent calculation errors, poor stock tracking, and delayed customer service. Implementing a digital Jewellery Management System will help streamline operations, automate billing, and enhance customer satisfaction through data accuracy and transparency.

2.2 Problem Description

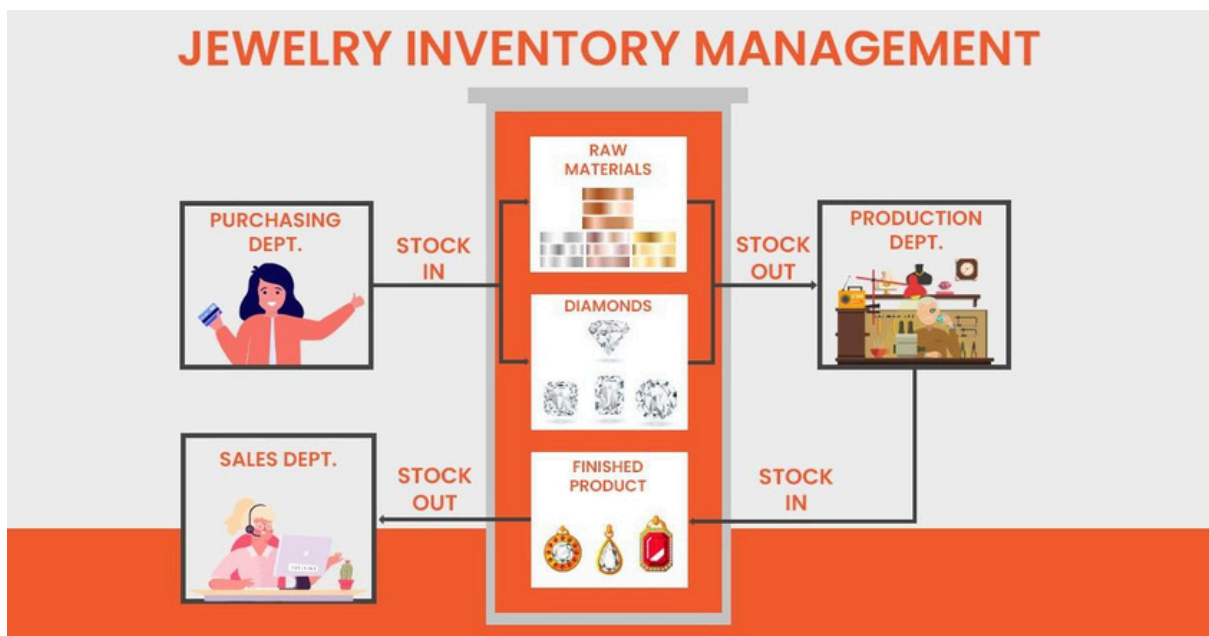
- Manual billing and invoice creation result in errors and time delays.
- Difficulty in tracking jewellery inventory, product categories, and sales records.
- Lack of customer insights and purchase history tracking.
- No real-time reporting or analytics for business decisions.
- Inefficient coordination between sales, billing, and stock management

Issue	Root Cause	Impact
Inventory errors	Manual stock updates and lack of automated tracking	Inaccurate product availability
Billing delays	No integrated billing system	Reduced customer satisfaction

Inventory Management System	A module to maintain jewellery stock, track sold and available items, and autoupdate inventory levels.	High	Improved accuracy and reduced stock shortages.
Automated Billing System	Generates digital invoices instantly after each transaction with integrated tax and discount options.	High	Speeds up billing and ensures accurate financial tracking.
Customer Relationship Module	Stores customer data, purchase history, and preferences to personalize offers and services.	High	Builds loyalty and improves customer satisfaction.
Sales & Analytics Dashboard	Provides visual analytics for revenue, topselling items, and monthly performance reports.	Medium	Enhances decision-making and business strategy.
Supplier Management System	Tracks supplier details, purchase orders, and restock timelines for better coordination.	Medium	Improves procurement efficiency.

Automated Notification System	Sends alerts for order readiness, payment reminders, and promotional offers via email/SMS.	Medium	Boosts communication and repeat sales.
Security and Access Control	Implements rolebased access for staff to prevent unauthorized data handling.	High	Ensures data security and accountability.
Feedback and Rating System	Collects customer feedback postpurchase to monitor service quality and satisfaction.	Medium	Supports continuous improvement.

Template



Reference :

<https://developer.salesforce.com/signup>