

Ideation Phase

Define the Problem Statements

Date	30 October 2025
Team ID	NM2025TMID04224
Project Name	Medical Inventory Management
Maximum Marks	2 Marks

Customer Problem Statement Template

Hospitals and healthcare centers often face challenges in managing medical inventory such as medicines, equipment, and supplies. Manual tracking leads to frequent stockouts, overstocking, and expiry of items. This affects patient care and causes financial losses.

There is no efficient, real-time system for tracking inventory levels and generating alerts for low stock or nearing expiry items. As a result, staff spend significant time updating records manually, leading to human errors and inefficiencies.

PROBLEM & SOLUTION TABLE		
Problem	Description	Solution
Manual Tracking	Tracking medicine and equipment levels manually is time-consuming and error-prone	Automate inventory management to track stock levels accurately
Stockouts and Overstock	No alerts lead to unexpected shortages of essential items or over-purchasing	Implement automated alerts for low inventory and expiry dates
Wastage	Expired medications go unnoticed and become unusable	Generate real-time alerts for approaching expiry dates to avoid waste.
Workflow Disruption	Lack of reliable data causes delays in restocking and impacts procurement planning	Use verification dashboards to monitor stock status and plan purchases efficiently

Reference:

<https://miro.com/templates/customer-problem-statement/>

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Hospital Pharmacist	Maintain accurate medicine stock records	The system does not update stock automatically	Inventory tracking is manual and error-prone	Overwhelmed and frustrated
PS-2	A Hospital Administrator	Ensure timely purchase of supplies	I don't receive alerts for low or expired stock	There's no automated reminder or dashboard	Worried and inefficient

Problem Statement PS 1:

As a hospital pharmacist, I'm trying to maintain accurate medicine stock records to ensure availability for patients. However, the system does not automatically update stock when medicines are dispensed or received. This results in inaccurate data, leading to stockouts or over-purchasing.

I need an automated inventory management solution that updates stock in real-time, provides alerts for low inventory, and helps maintain accurate records.

Problem Statement PS 2:

As a hospital administrator, I want to ensure that medical supplies and equipment are reordered on time. However, without automatic low-stock or expiry alerts, essential items sometimes go out of stock or expire unused.

This causes workflow disruptions and affects patient care quality. A Salesforce-based system with automated alerts and visual dashboards would help prevent shortages, reduce waste, and improve decision-making.

