

## **Identifying Perceived Deficiencies and Formulating A Process Management Framework in the Inventory Management System of Private Higher Education Institution**

**Reynold A. Campo, JD, DBA, Ph.D., PD-SML<sup>1</sup>,  
Rachelle M. Santos, LPT, JD, DBA, Ph.D., PD-SML<sup>2</sup>**

<https://orcid.org/0000-0002-9499-1436><sup>1</sup>, <https://orcid.org/0000-0002-9176-0827><sup>2</sup>

[reynoldcampo1126@gmail.com](mailto:reynoldcampo1126@gmail.com)<sup>1</sup>, [rmsantos0107@gmail.com](mailto:rmsantos0107@gmail.com)<sup>2</sup>

Philippine Association of Business and Entrepreneurship Professionals, Inc (PABEP)<sup>1-2</sup>  
Manila, Philippines

### **Abstract**

The challenges in maintaining an effective inventory management system emerge from inadequacies in procurement systems, insufficient understanding of hierarchical accountability protocols, and the lack of standardized regulations for requisitioning and purchasing. These problems require a comprehensive evaluation of existing processes to pinpoint shortcomings and provide a resilient framework for inventory management in a higher education institution. The primary objective is to identify shortcomings in the current inventory management system and to develop a comprehensive Process Management Framework tailored to the institution's needs. This study utilized a mixed-method approach, including a quantitative-descriptive correlational design alongside a qualitative method that employed a thematic data analysis framework, involving participants from the administrative, procurement, and inventory departments. Data was collected using a standardized survey questionnaire and interview guiding questions delivered to the respondents and participants. The results are intended to guide the creation of a Process Management Framework that incorporates aspects of the Logic Process Model and ABC Analysis. A further challenge is the complexity of tracking inventory levels and confirming their precision. This caused either overstocking or understocking, resulting in resource waste and missed sales opportunities. Furthermore, manual inventory management methods can be arduous and time-intensive, impeding companies' capacity to fulfill demand and rapidly adjust to variations in customer needs. Manual inventory management is prone to errors, such as double counting items or failing to account for damaged goods, leading to discrepancies in financial reporting and potential legal issues.

*Keywords: Inventory management system, Logic Process Model, ABC analysis*