

Garage Management System - Problem Statement

Project Title: Garage Management System

Date: 26 June 2025

Team ID: [LTVIP2025TMID28841]

Maximum Marks: 2 Marks

Customer Problem Statement Template:

A well-articulated customer problem statement helps teams build user-centered solutions that solve real issues and create better experiences.

Problem Statement (PS):

PS-1

I am a vehicle owner

I'm trying to get my car serviced on time and manage vehicle maintenance efficiently

But the current process is manual, time-consuming, and lacks transparency

Because garage services are unorganized and do not offer digital updates or service history

Which makes me feel frustrated, unsure, and worried about overcharging or poor service

PS-2

I am a garage owner/manager

I'm trying to manage appointments, track vehicle service history, and improve customer satisfaction

But I lack a centralized, automated system

Because most of the work is still done manually or on scattered platforms

Which makes me feel overwhelmed, inefficient, and unable to grow the business effectively