

## Ideation Phase

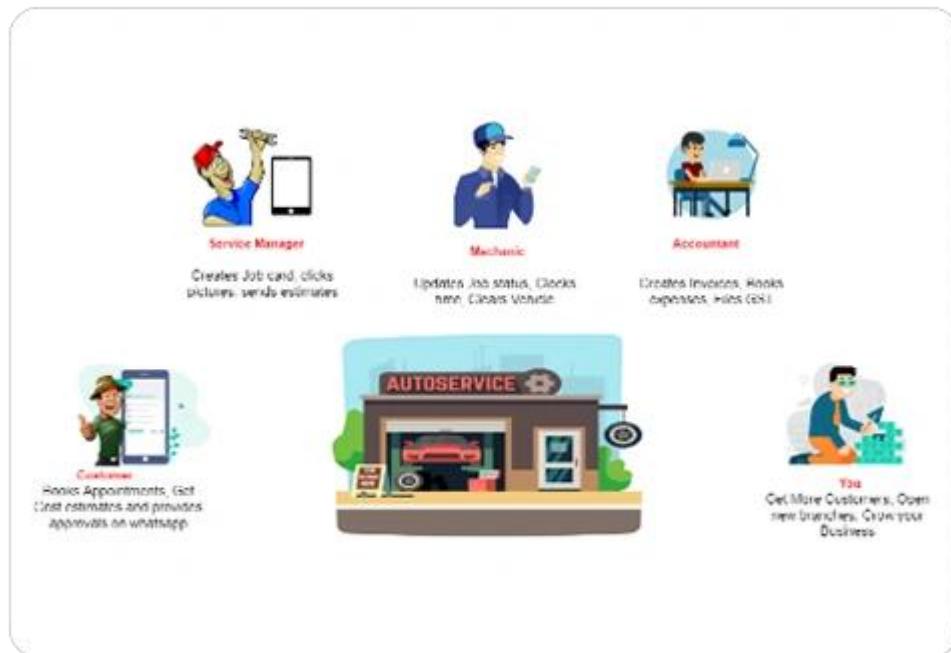
## Operations & Workflow Management

Date	
Team ID	NM2025TMID04471
Project Name	Garage Management system
Maximum Marks	4 Marks

### **Prevent user deletion if assigned to an incident:**

**Workflow Optimization and Digital Integration** are paramount to modern garage management, transforming slow, error-prone manual processes into streamlined, profitable operations. By implementing a comprehensive **Garage Management System (GMS)**, a garage can digitally manage the entire customer journey, from initial online booking and vehicle check-in to final invoicing. This technology enables the creation of dynamic, paperless job cards that provide technicians with real-time access to vehicle service history and assigned tasks, significantly reducing downtime. Furthermore, integration with inventory management ensures parts are ordered precisely when needed, preventing expensive delays, while automated communication tools keep customers informed about repair progress, fostering transparency and enhancing overall satisfaction. Ultimately, optimizing workflow through digital tools is the core strategy for maximizing bay utilization, boosting technician productivity, and ensuring the long-term financial health of the service center.

## Step-1: Team Gathering, Collaboration and Select the Problem Statement:



## Step-2: Brainstorm, Idea Listing and Grouping:

The screenshot shows a digital interface for managing a garage, titled "My Garage".

- Top Navigation:** My Garage, Camp, and a user profile icon.
- Main Modules:**
  - Customer:** Represented by a person icon.
  - Employee:** Represented by a person icon.
  - Support Staffs:** Represented by a person with a wrench icon.
  - Suppliers:** Represented by a person with a briefcase icon.
  - Vehicles:** Represented by a car icon.
  - Products:** Represented by a shopping bag icon.
  - Purchase:** Represented by a shopping cart icon.
  - Observation Library:** Represented by a magnifying glass icon.
- Counters:**
  - Employee: 0
  - Customers: 0
  - Suppliers: 0
  - Products: 0
  - Sales: 0
  - Services: 0
- Calendar Events:** Shows a weekly calendar for July 2021 with days from Sunday to Saturday. The 3rd of July is highlighted in yellow.
- Recently Joined Customer:** A section showing recently joined customers with a "View All" button.

Fig2: Image that describes the work done by teammates.

➤ **Brainstorm:**

Team members share ideas freely to explore solutions without judgment, encouraging creativity and participation.

➤ **Idea Listing:**

All ideas from the session are written down to capture every suggestion and ensure no input is overlooked.

➤ **Grouping:**

Similar ideas are organized into categories to identify patterns, highlight priorities, and simplify decision-making.

➤ **Action Planning:**

Chosen ideas are turned into clear steps with assigned responsibilities and timelines