# 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:**
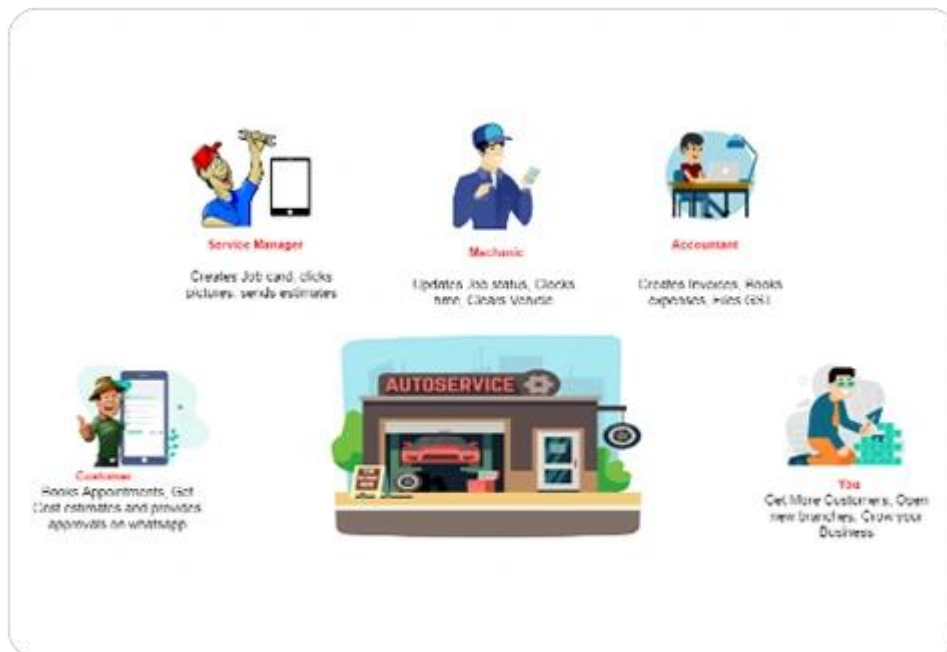


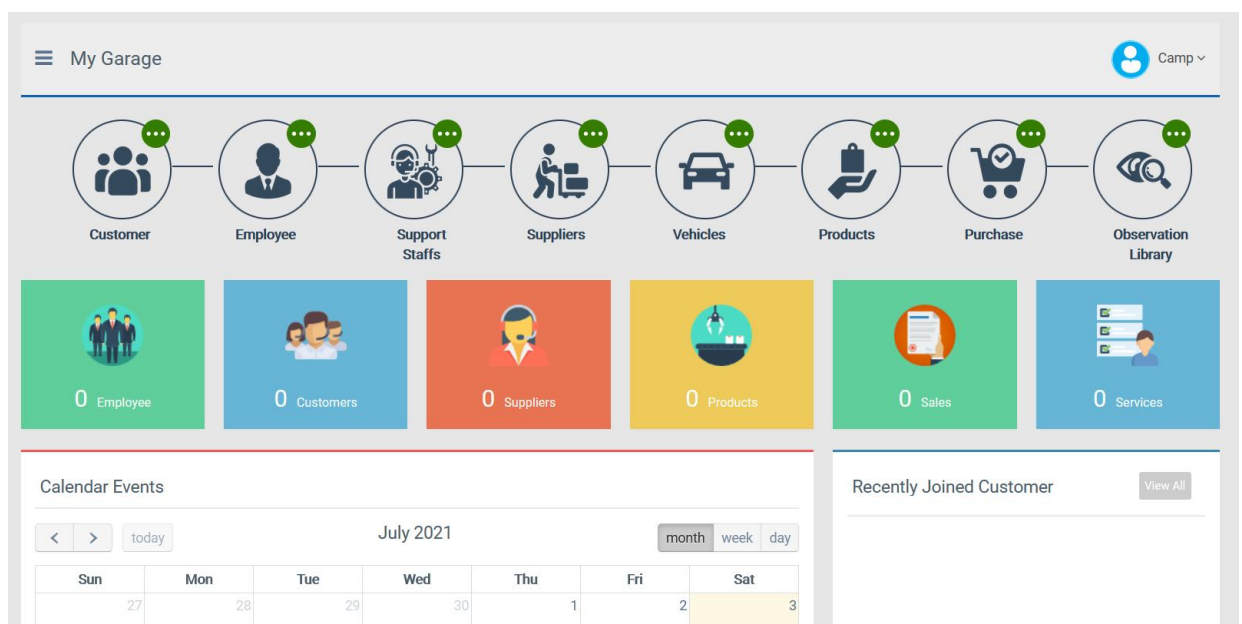**Step-2: Brainstorm, Idea Listing and Grouping:**



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