

Project Design Phase

Problem – Solution Fit Template

Date	27 OCTOBER 2025
Team ID	NM2025TMID05681
Project Name	Garage Management System
Maximum Marks	2 Marks

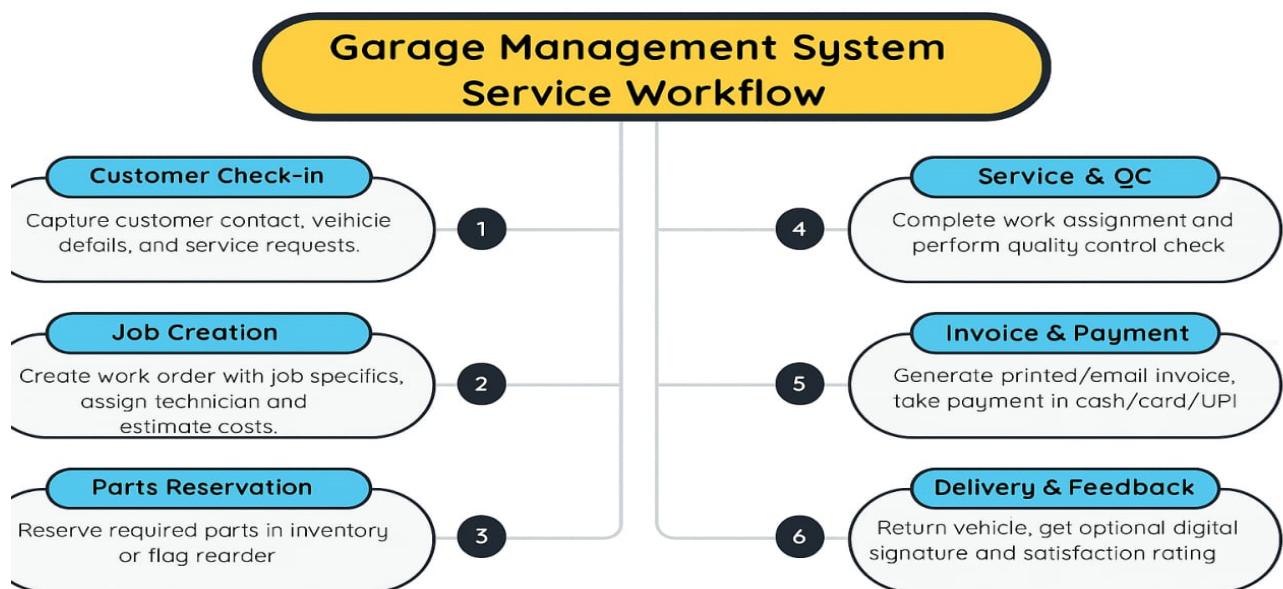
Problem – Solution Fit Template:

The Problem–Solution Fit ensures that the challenges faced by garage customers, mechanics, and management are clearly identified, and that the proposed Garage Management System effectively addresses those challenges. It helps service owners, system designers, and innovators understand user behavior, workflow gaps, and what solution features will truly enhance the garage experience.

Purpose:

- Solve daily operational challenges in a way that aligns with the needs and habits of garage customers, mechanics, and staff.
- Improve service efficiency and increase system adoption by supporting existing garage workflows and communication patterns.
- Strengthen customer engagement and service transparency with the right messaging, service updates, and digital touchpoints.
- Build trust and enhance customer satisfaction by eliminating frequent service delays, miscommunication, and unclear billing or status updates.
- Understand the current service process to design a solution that enhances coordination, clarity, and overall service quality for all garage users.

Template:



References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>

The project "**Garage Management System**" addresses major gaps in vehicle service operations, customer communication, and workflow coordination within garages. By digitizing service bookings, job assignments, inventory tracking, and real-time status updates, the system significantly enhances transparency, efficiency, and customer satisfaction. This solution not only improves the end-to-end service process but also strengthens accountability, data accuracy, and operational control for garage owners and staff. With the successful implementation of automated updates, structured workflows, and integrated modules, this project sets a strong foundation for building smarter, more organized, and customer-focused service management systems in the automotive industry.