

Project Initialization and Planning Phase

Date	9 July 2024
Team ID	SWTID1720174957
Project Name	Human resource management employee promotion prediction
Maximum Marks	3 Marks

Define Problem Statements (Customer Problem Statement Template):

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love. A well-articulated customer problem statement allows you and your team to find the ideal solution for your customers' challenges. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

I am	Describe customer with 3-4 key characteristics - who are they?	Describe the customer and their attributes here
I'm trying to	List their customer or "job" the user does - what are they trying to achieve?	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way - what do they have trouble with?	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problems or barriers exist - what needs to be solved?	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view - how does it impact them emotionally?	Describe the emotions the result from experiencing the problems or barriers

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:

I am	I'm trying to	but	Because	which makes me feel
a traveler	book flights on my phone	it takes a long time	The website is not responsive and doesn't have a mobile version	Frustrated

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
HR facing challenges in identifying top performers	HR	Select best performers	efficiently analyze employee data	Taking more time	Facing challenges

It became difficult to select for a seeks to proactively identify and nurture high-performing employees to prevent attrition.	competitive industry management	Select best employees	It became tough to select the best one	Select from a flock of people	Vexation
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