

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID20320
Project Name	Project - A Gesture-based Tool for Sterile Browsing of Radiology Images
Maximum Marks	2 Marks

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 the challenges your customers face. 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 - <i>who are they?</i>	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - <i>what are they trying to achieve?</i>	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way - <i>what bothers them most?</i>	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists - <i>what needs to be solved?</i>	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view - <i>how does it impact them emotionally?</i>	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 Doctor	Perform a surgery	There is risk of infection and lot of time being consumed especially when the patient's life is at stake	I need to browse through the radiology images like X-ray, with the same hands by which I'm performing surgery	Unhygienic, Untidy, Infectious and Frustrated



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Doctor	perform a surgery	There is infection and lot of time being consumed especially when patient life at stake	i need to browse through the radiology image like x-ray with the same hands by which i'm performing surgery	unhygienic, infectious, untidy and frustrated
PS-2	Engineer	perform a task	workplaces can be messy with oil, dust and other waste from machines and work processes	workplace were trips and falls are made all the more dangerous with the risk of falling into machinery or sharp edges	Risk, Dangerous