

# PROBLEM STATEMENT CREATION

## ( CAR RESALE VALUE PREDICTION)

### GENERAL FORMAT:

*“ \_\_\_\_ is a \_\_\_\_\_ who needs a way to \_\_\_\_ so that \_\_\_\_\_ ”*

### PROBLEM STATEMENT 1:

"The customer is a potential buyer of a used car who needs a way to find a reliable source for quotation as he needs to avoid being deceived by the seller".

#### Five W's for problem statement 1:

QUESTION	DESCRIPTION
<b>WHO</b> does the problem affect?	The problem affects the customer buying the car
<b>WHAT</b> are the issues and boundaries of the problem?	The issue of this problem is that they want a reliable source for quotation, and the problem boundaries include the customer, geographic area in which the car is sold, the dealer, etc.
<b>WHEN</b> does the issue occur?	The issue occurs when the customer looks to purchase a care for resale.
<b>WHERE</b> is the issue occurring?	The issue occurs at the side of the customer who wants to find a reliable price.
<b>WHY</b> is it important that we fix the problem	It allows the customer to feel satisfied with the price he is paying for the car.

## **PROBLEM STATEMENT 2:**

“The customer is a potential buyer of a used car who needs a way to independently gain access to a quotation as he wants to avoid needing to rely on a large number of people to request it.”

### **Five W's for problem statement 2:**

QUESTION	DESCRIPTION
<b>WHO</b> does the problem affect?	The customer, while looking to purchase a car for resale and in search of quotations.
<b>WHAT</b> are the issues and boundaries of the problem?	The issue of this problem is that the customer does not want to rely on a large number of people for assessing the quotation, and instead wants to be able to independently access a quotation.
<b>WHEN</b> does the issue occur?	It occurs while the customer is trying to find a quotation for a resale car.
<b>WHERE</b> is the issue occurring?	At the customer end when he is looking for a quotation.
<b>WHY</b> is it important that we fix the problem	It allows the customer to be independent while looking up the quotation for a car for resale.

## **PROBLEM STATEMENT 3:**

The car dealer is a potential seller of a used car who needs a way to provide precise quotation as he needs to avoid undercharging or overcharging the customer.

### **Five W's for problem statement 3:**

QUESTION	DESCRIPTION
<b>WHO</b> does the problem affect?	The problem affects the dealer who is selling the car that is up for resale.
<b>WHAT</b> are the issues and boundaries of the problem?	The issue is that the dealer wants to quote a correct price so that he does not undercharge the customer and endure a loss, or overcharge the customer and lose his reputability.
<b>WHEN</b> does the issue occur?	The issue occurs when the dealer provides the customer with a quotation for the car up for resale.
<b>WHERE</b> is the issue occurring?	The issue occurs on the dealers side, when he wants to provide a quotation for a used car.
<b>WHY</b> is it important that we fix the problem	This will allow the dealers to feel confident about their quotation, without worrying if they are undercharging or overcharging the customer.