**Ideation Phase**

**Define the Problem Statements**

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| Date | 04 October 2022 |
| Team ID | PNT2022TMID29701 |
| Project Name | Project – Flight delay prediction model using ML |
| Maximum Marks | 2 Marks |

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| I am | “Describe the customer with 3-4 key characteristics”  Who are they? | A Business man/a doctor/a polypharmacy/passenger with emergency need |  |
| I’m trying to | “List their outcome or ‘jobs’ they care about”  What are they trying to achieve? | Attend the conference/reach out for a critical case/reach my destination before exhausting medications/ reach at time for personal reason. |  |
| but | “Describe the barriers or problem stand in the way”  What bothers them the most? | It takes long time. |  |
| because | “Enter the root cause of why the problem or barriers exist”  What needs to be solved? | There was a bad climate/it may departure lately before/there may be any emergency landing/they might be not responsible. |  |
| Which makes me feel | “Describe the emotions in customer’s point of view”  How does it impact them emotionally? | Frustrated/Bothered/Trepidation/Fury. |  |

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Problem Statement (PS)** | **I am** | **I’m trying to** | **But** | **Because** | **Which makes me feel** | | PS-1 | Passenger | Reach my dest on time | It takes long time | Technical issues | Frustrated | | PS-2 | Business class passenger | Reach my dest on time | It takes long time | Emergency landing in midway | Dissatisfied | |