

Ideation Phase

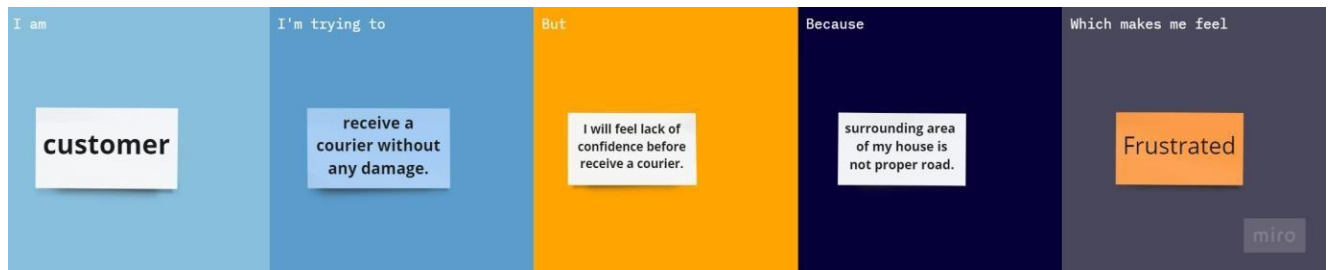
Define the Problem Statements

Date	22 November 2022
Team ID	PNT2022TMID37643
Project Name	Data Analytics For DHL Logistics Facilities
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.



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Warehouse supervisor	Track items in real time as they are received, stored, packed and shipped	Advises on inventory replenishment	Guides inventory receiving and put away	Tired & stressed

PS-2	Customer	Receive a courier without any Damage.	I Will feel a lack of confidence before receive a courier.	Surrounding area of my house is proper road.	Frustrated
PS-3	Delivery Man	Deliver a product to customer.	Sometimes not to deliver a courier at right time.	Customers are Living in different Environment.	Frustrated