

Ideation Phase

Define the Problem Statements

Date	26 October 2022
Team ID	PNT2022TMID08358
Project Name	Industry-Specific Intelligent Fire Management System
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 - who are they?	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - 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 bothers them most?	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists - 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:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	I am an industry owner	I'm trying to safeguard my employees and properties from fire	But I don't have a proper fire management system that detects fire immediately	Because employees,can't detect fire immediately, Meanwhile, disasters may happen	As a result, I need a fire management system that will detect the fire immediately, and the alarm and the sprinkler will be turned on simultaneously
PS-2	I am an industry owner	I'm trying to get a fire management system that monitors the temperature and gas values in my industry	But I don't have such a system that makes me aware of the temperature and gas values in my industry	Because I need to know the temperature and gas values in the surroundings to keep me more aware of the fire	As a result, I need a fire management system that keeps me more aware