

Ideation Phase

Define the Problem Statements

Date	3September 2022
Team ID	PNT2022TMID33070
Project Name	Smart Waste Management for Metropolitan Cities
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	<small>Describe customer with 3-4 key characteristics - who are they?</small>	Describe the customer and their attributes here
I'm trying to	<small>List their outcome or "job" the care about - what are they trying to achieve?</small>	List the thing they are trying to achieve here
but	<small>Describe what problems or barriers stand in the way - what bothers them most?</small>	Describe the problems or barriers that get in the way here
because	<small>Enter the "root cause" of why the problem or barrier exists - what needs to be solved?</small>	Describe the reason the problems or barriers exist
which makes me feel	<small>Describe the emotions from the customer's point of view - how does it impact them emotionally?</small>	Describe the emotions the result from experiencing the problems or barriers

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:

I am Garbage collector	I am trying to Control overflow of wastages	But It is difficult to maintain and finding overflow of dustbins	Because I need regular man power to check filled and non filled garbage bins	Which makes me feel Feeling uneasy and uncomfortable
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Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Garbage collector	Avoid dumping ,sensors for detecting fill level of trash	Separating degradable and non degradable is difficult,land fill cannot be easily cleaned	Separating is difficult because dumping more and more,cause bad smell,bugs and some infections.	Uncomfortable
PS-2	Sanitation workers	To avoid overflow in dustbins,land fill,separation of types of waste	It is difficult to manage the dustbins which is overflowing.Checking daily whether is full or empty.	If it is full being a garbage collector it is a difficult task while taking and separating	Feeling Uneasy