

## Ideation Phase

### Define the Problem Statements

Date	03 October 2022
Team ID	PNT2022TMID48351
Project Name	Project – Smart solutions for Railways
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.

<b>I am</b>	Describe customer with 3-4 key characteristics - who are they?	Describe the customer and their attributes here
<b>I'm trying to</b>	List their outcome or "job" the care about - what are they trying to achieve?	List the thing they are trying to achieve here
<b>but</b>	Describe what problems or barriers stand in the way - what bothers them most?	Describe the problems or barriers that get in the way here
<b>because</b>	Enter the "root cause" of why the problem or barrier exists - what needs to be solved?	Describe the reason the problems or barriers exist
<b>which makes me feel</b>	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

#### Problem statements:



**Reference:** [https://miro.com/app/board/uXjVPRCYfa8=/?share\\_link\\_id=433157715850](https://miro.com/app/board/uXjVPRCYfa8=/?share_link_id=433157715850)

<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	Railway maintenance engineer	Maintain the tracks repair and service, track the running status of the train	There is no proper information message	There is no sufficient sensors to detect the problem before it happen	frustrated
PS-2	Database Administrator	whether the train is in right time and location	There is no accurate message which is stored in database	No sufficient sensors to deliver alert message to the database administrator immediately	Anxious