EMPATHY MAP

Says

Contact the assigned personel to manage maintenance task

Managing resources is time consuming

Requires contacting the people and constant follow up

Thinks

How much time wasted and refilling wanted resources

Getting work done without having to multiple up

Does

Uses the registry system to get the resources

Takes constant follow up till item is repaired

Physically goes and contact the person In Between classes to list items needed

Incase "no stock found" it sends an automated alert to the retailers

Feels

Feels irritated when they have to take constant follow up

Feel irritated and frustrated on continues validation