

Ideation Phase

Define the Problem Statements

Date	10 September 2022
Team ID	PNT2022TMID32932
Project Name	SMART WASTE 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:

I am A Garbage Collector	I'm trying to Collect the waste	But cannot cope with the volumes of waste generated by an increasing population	Because we want to remove the waste from our environment and to recycle it	Which makes me feel frustrated
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Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Householder	Dispose the vegetable	It increases the land	To keep the surroundings	Difficult

		waste and other household wastes.	pollution and contaminate ground water.	clean and healthy.	
PS-2	Industrialist	Dispose the chemical wastes and recycle for future use.	It contaminates wildlife's habitats and endangers the life of people at large.	To avoid risk for both environment and human health.	Unpleasant