

Ideation Phase

Define the Problem Statements

Date	22 September 2022
Team ID	PNT2022TMID24413
Project Name	Project - Data Analytics for DHL Logistics Facilities
Maximum Marks	2 Marks

Customer Problem Statement Template:

I am Customer	I'm trying to send parcel	But Parcel that I given is damaged	Because Bulk goods mixed up with my packages	Which makes me feel Angry
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I am Customer	I'm trying to Get my parcel on time	But Parcel is missing	Because Either delivered in wrong address nor theft issue was occurred	Which makes me feel Sad
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I am User	I'm trying to Get my package fast	But Package still not deliverable and updating wrong	Because Address is long and server issue	Which makes me feel Tempting
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I am User	I'm trying to Track driver location status	But The product status shown as Delivered	Because Wrong update by delivery person or server error	Which makes me feel Bad
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I am Driver	I'm trying to Track customer location	But Address found was error	Because Customer given wrong address	Which makes me feel Frustrated
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I am Driver	I'm trying to deliver fast	But Traffic occurs	Because big accident on the road lane	Which makes me feel Worse
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I am Delivery person	I'm trying to Deliver the product	But The Customer not available in the home	Because They have emergency work	Which makes me feel Tired
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Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Customer	send parcel	Parcel that I given is damaged	Bulk goods mixed up with my packages	Angry
PS-2	Customer	Get my parcel on time	Parcel is missing	Either delivered in wrong address nor theft issue was occurred	Sad
PS-3	User	Get my package fast	Package still not deliverable and updating wrong	Address is long and server issue	Tempting
PS-4	User	Track driver location status	The product status shown as Delivered	Wrong update by delivery person or server error	Bad
PS-5	Driver	Track customer location	Address found was error	Customer given wrong address	Frustrated
PS-6	Driver	deliver fast	Traffic occurs	big accident on the road lane	Worse
PS-7	Delivery person	Deliver the product	The Customer not avail in the home	They have emergency work	Tired