

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMID09849
Project Name	Gas Leakage Monitoring and Alerting System for Industries.
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.

DESCRIPTION:

Gas leaks cause a variety of consequences, including financial loss and human life. The environment has a critical impact in human health issues in everyday life. Fire, suffocation and explosion risks are all determined by physical attributes like as flammability and toxicity. A gas leak can happen if a gas pipe is damaged or fitting is loose.

PROBLEM STATEMENT:

The leakage of gases only can be detected by human nearby and if there are no human nearby, it cannot be detected. But sometimes it cannot be detected by human that has a low sense of smell. Thus, this system will help to detect the presence of gas leakage.

Gas leakage can cause fire that will lead to serious injury or death and it also can destroy human properties. This system was developed by using IoT to give real-time response to the user and the nearest fire station.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Inhaling leaked gas in an inside space, like your home may end up in an exceedingly lack of oxygen within the air and cause hypoxia.	Control and prevent the gas leakage.	Have a problem to know if gas leakage occur.	Don't have any property to know about the gas leakage.	Reduce health issues and diseases due to gas leakage.
PS-2	Gas leakage can cause fire that will lead to serious injuries or death.	Decrease the injury or death due to gas leakage.	Need to know if gas leak can occur.	Want to know if gas leakage occur.	Want to reduce the death or injury due to gas leakage.

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

I am	I'm trying to	But	Because	Which makes me feel
a traveler	book flights on my phone	it takes a long time	The website is not responsive and doesn't have a mobile version	Frustrated

4 important customer service objectives

- 1 Become a customer advocate
- 1 Build customer loyalty
- 1 Deliver fast, effective resolutions
- 1 Improve customer satisfaction

