

IDEATION PHASE

Empathize & Discover

Date	01 November 2025
Team ID	NM2025TMID02011
Project Name	To Supply Leftover Food to Poor
Maximum marks	4

The **empathy mapping** helped our team deeply understand the needs, challenges, and motivations of all key users — which guided our design and functionality decisions later in the project.

Stakeholder	Thinks	Feels	Says	Does
Food Donor (Restaurant/Hotel)	"We waste so much food daily."	Feels guilty about wastage and wants to help.	"We'd love to donate, but we need an easy, safe process."	Registers surplus food through the app.
Volunteer/NGO	"People nearby are starving."	Feels motivated to help and serve society.	"We can pick up and distribute food if we're notified quickly."	Accepts food pickup requests and delivers to poor.
Needy People (Beneficiaries)	"We struggle for food daily."	Feels helpless and dependent on others.	"We just want to eat fresh, safe food."	Receives food through the volunteer network.
Admin	"How can we ensure fairness and tracking?"	Feels responsible for system performance.	"We'll monitor all transactions."	Manages users, donations, and reports.