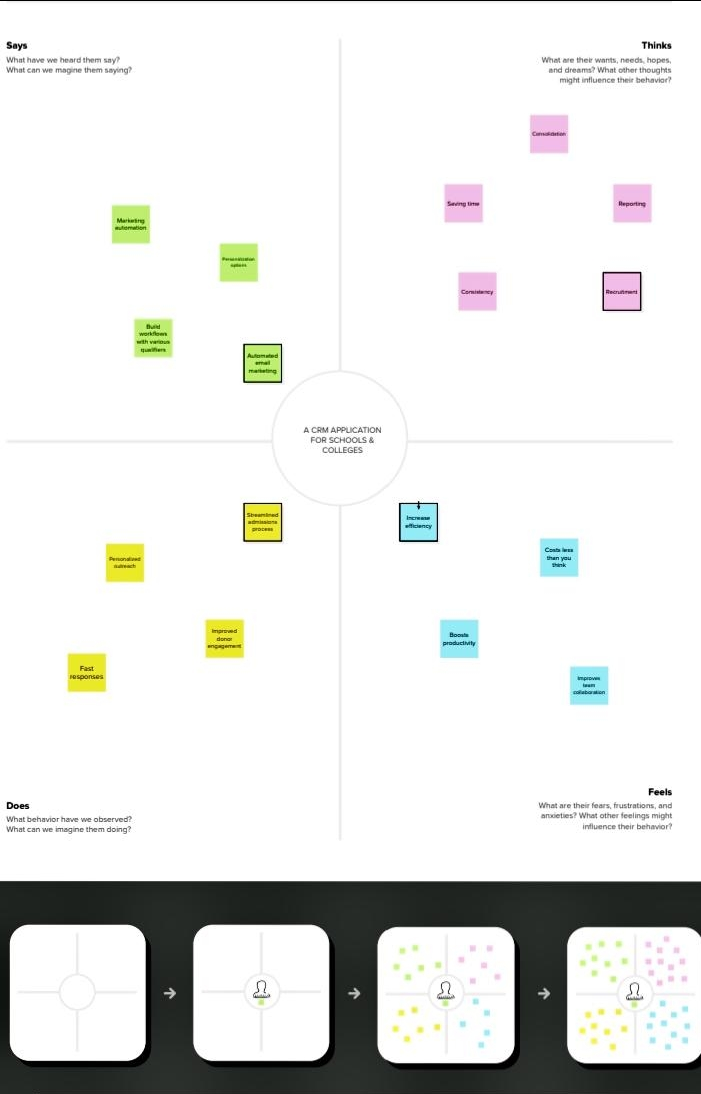
**2.PROBLEM DEFINITION & DESIGN THINKING**

2.1 Empathy map



2.2 Ideation & Brainstorming map

