

Ideation Phase

Define the Problem Statements

Date	19 February 2026
Team ID	LTVIP2026TMIDS87679
Project Name	Steamy Pot – Smart Food Delivery Platform
Maximum Marks	2 Marks

Customer Problem Statement

Problem Statement (PS)

PS-1

I am (Customer)

I am a food delivery platform user who frequently orders meals online, including when traveling to unfamiliar cities.

I'm trying to

find reliable and high-quality restaurants quickly and confidently, especially in new locations where I lack prior experience.

But

I must rely primarily on generic public ratings and reviews, which may not reflect my personal preferences or trusted recommendations.

Because

current food delivery platforms do not provide socially trusted or personalized discovery mechanisms based on known contacts or reliable signals.

Which makes me feel

uncertain about my choices, hesitant in decision-making, and concerned about the quality and reliability of the restaurant.

PS-2

I am (Customer / Platform User)

I am an active user of online food delivery services who expects seamless ordering and timely delivery.

I'm trying to

place orders efficiently and receive food without delays or order mismanagement.

But

I often experience issues such as inaccurate delivery status updates, order coordination delays, or lack of transparency between restaurants and delivery drivers.

Because

traditional food delivery systems face challenges in real-time synchronization, order routing efficiency, and multi-role coordination across distributed components.

Which makes me feel

frustrated, dissatisfied with service reliability, and less confident in using the platform consistently.

PS-3**I am (Customer / Restaurant Partner)**

I am a restaurant owner registered on an online food delivery platform seeking to expand my customer reach and increase revenue.

I'm trying to

manage incoming orders efficiently, maintain accurate menu availability, and ensure timely coordination with delivery drivers.

But

I face challenges such as delayed order confirmations, inventory mismatches, inconsistent delivery coordination, and limited visibility into customer preferences.

Because

traditional food delivery systems often lack real-time synchronization, intelligent order routing mechanisms, and structured workflow management between restaurants and delivery partners.

Which makes me feel

overwhelmed during peak hours, concerned about operational efficiency, and dissatisfied with system transparency and control.