

Ideation Phase

Define the Problem Statements

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| Date | 19 February 2026 |
| Team ID | LTVIP2026TMIDS78575 |
| Project Name | shopsmart: your digital grocery store experience |
| Maximum Marks | 2 Marks |

Customer Problem Statement Template:

In today's fast-paced lifestyle, many customers find it difficult to visit physical grocery stores due to time constraints and inconvenience. Traditional shopping methods lack efficient digital management for product browsing, order tracking, and secure transactions. Small and medium grocery businesses also face challenges in managing inventory, customer data, and order processing effectively. Therefore, there is a need for a secure, user-friendly, and efficient digital grocery platform that simplifies online shopping while providing proper administrative control and system management.

Problem Statement -1:

| | |
|----------------------------|--|
| I am | a grocery customer |
| I'm trying to | buy daily grocery items online quickly and conveniently |
| But | I cannot easily find all products in one place with clear stock availability |
| Because | many local stores don't provide a proper digital platform with real-time updates |
| Which makes me feel | frustrated and time-wasted |

Problem Statement -2:

| | |
|----------------------------|---|
| I am | a store administrator |
| I'm trying to | manage products, inventory, and customer orders efficiently |
| But | I struggle to track stock levels and customer bookings manually |
| Because | there is no centralized online management system |
| Which makes me feel | overwhelmed and stressed |

| Problem Statement (PS) | I am | I'm trying to | But | Because | Which makes me feel |
|-------------------------------|-------------|--|---|---|----------------------------|
| PS-1 | A customer | Find quality grocery products at good prices | It is hard to compare products and availability | Many stores don't provide clear stock and price details | Confused and uncertain |
| PS-2 | An admin | Monitor customer orders and sales | Tracking orders across different platforms is confusing | Data is not organized in one place | Stressed |