Ideation Phase – Define the Problem Statement

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Team ID:	NM2025TMID05656
Project Name:	Garage Management System
Maximum Marks:	2 Marks

Customer Problem Statement Template

In many small and medium-scale garages, customers often face **delays and confusion in managing vehicle service records, billing, and communication**. Manual record keeping leads to **data inconsistency, loss of service history, and difficulty in tracking repair progress**.

Garage owners find it hard to monitor the workload, assign tasks to mechanics, or follow up on pending jobs efficiently. This results in **inefficient workflow management, poor customer satisfaction, and reduced productivity**.

They need a **centralized digital system** that allows them to record, track, and manage all vehicle services, customer details, and billing automatically — ensuring **data accuracy, timely updates, and smooth garage operations**.

A cloud-based Salesforce application can help overcome these issues by providing **automated workflows, reminders, dashboards, and reports**, enhancing the overall management experience.

Problem & Solution Table

Problem	Description	Solution
Procrastination	Overwhelming amount of work without knowing where to start can lead to avoidance behavior.	Divide large projects into smaller, manageable tasks.
Distractions	Check updates frequently disrupts focus, pulling attention away from important tasks.	Enable only important notifications during work hours.
Work Environment	A lack of ergonomic design in the work environment can also cause physical discomfort.	Keep your desk tidy and ergonomically set up.
Demotivation	Monotonous routines, repetitive tasks, or unclear objectives can drain motivation over time.	Learn something new or engage in hobbies to refresh your mind.

Reference:
https://miro.com/templates/customer-problem-statement/

Example:

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Garage Owner	Manage and track vehicle services	I can't update or monitor progress efficiently	all records are maintained manually and lack automation	frustrated and unorganized
PS-2	A Customer	Know the status of my vehicle repair	I don't get timely updates	there's no automated notification or tracking system	uncertain and dissatisfied

Problem Statement PS 1:

As a **garage owner**, I am trying to **manage daily service operations, assign jobs to mechanics, and maintain service records**, but I find it difficult because **everything is tracked manually**, and there is **no system to monitor service progress or manage multiple tasks simultaneously**.

This causes **delays, errors in record keeping, and reduced customer satisfaction**. I need a **digital platform** to automate these processes, improve efficiency, and keep all service information organized in one place.

Problem Statement PS 2:

As a **customer**, I want to **receive clear updates about my vehicle's repair status**, but I often face **delays and lack of communication** because the garage does not have an automated notification system.

This leads to **confusion and dissatisfaction**, as I cannot plan when to collect my vehicle. A **system that sends real-time updates or status notifications** would improve transparency and enhance customer trust.