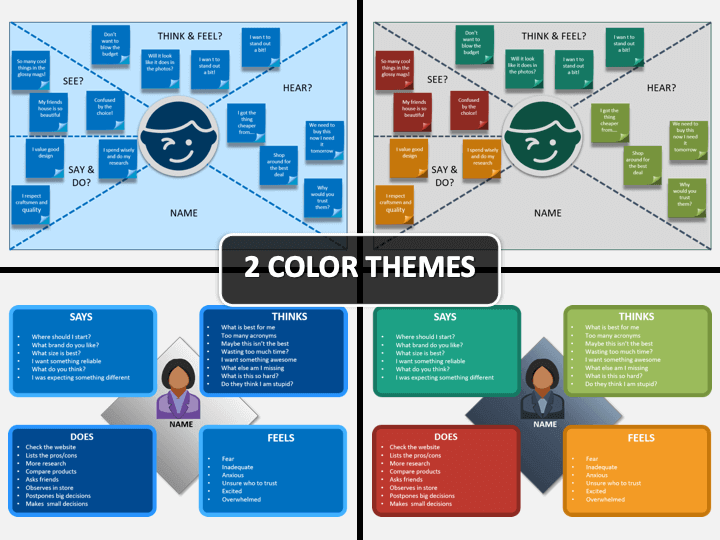
**2. Problem Definition & Design Thinking**

**2.1 Empathy Map**