

Ideation Phase

Define the Problem Statements

Date	20 JULY 2025
Team ID	LTVIP2025TMID28879
Project Name	GARAGE MANAGEMENT SYSTEM
Maximum Marks	2 Marks

Customer Problem Statement Template:

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

I am	Describe customer with 3-4 key characteristics - who are they?	Describe the customer and their attributes here
I'm trying to	List their outcome or "job" the care about - what are they trying to achieve?	List the thing they are trying to achieve here
but	Describe what problems or barriers stand in the way - what bothers them most?	Describe the problems or barriers that get in the way here
because	Enter the "root cause" of why the problem or barrier exists - what needs to be solved?	Describe the reason the problems or barriers exist
which makes me feel	Describe the emotions from the customer's point of view - how does it impact them emotionally?	Describe the emotions the result from experiencing the problems or barriers

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	I am graduate	I'm trying to repair and reuse the	I can't find an appropriate	I can't able to collect the data of	Like I have no cars with a proper Mileage,condition,colour

		cars daily to work and spend on time the cars to maximum to complete the customer satisfy the cars	want to own his own car as it would be too expensive	a for the user to think and live green and do not own more than he truly needs	of similar needs,there no easy and affordable solutions
PS-2	I'm an average man	I'm trying to modify and repair the cars to earn the money	I can't able to analyse the full history of the used car	It may look at good condition, further may I get the upgrade in high budget	Like I should not get a full analysis of the car and is there a chance to take a wrong decision