

Ideation Phase

Empathize & Discover

Date	01 November 2025
Team ID	NM2025TMID04024
Project Name	Garage Management System
Maximum Marks	4 Marks

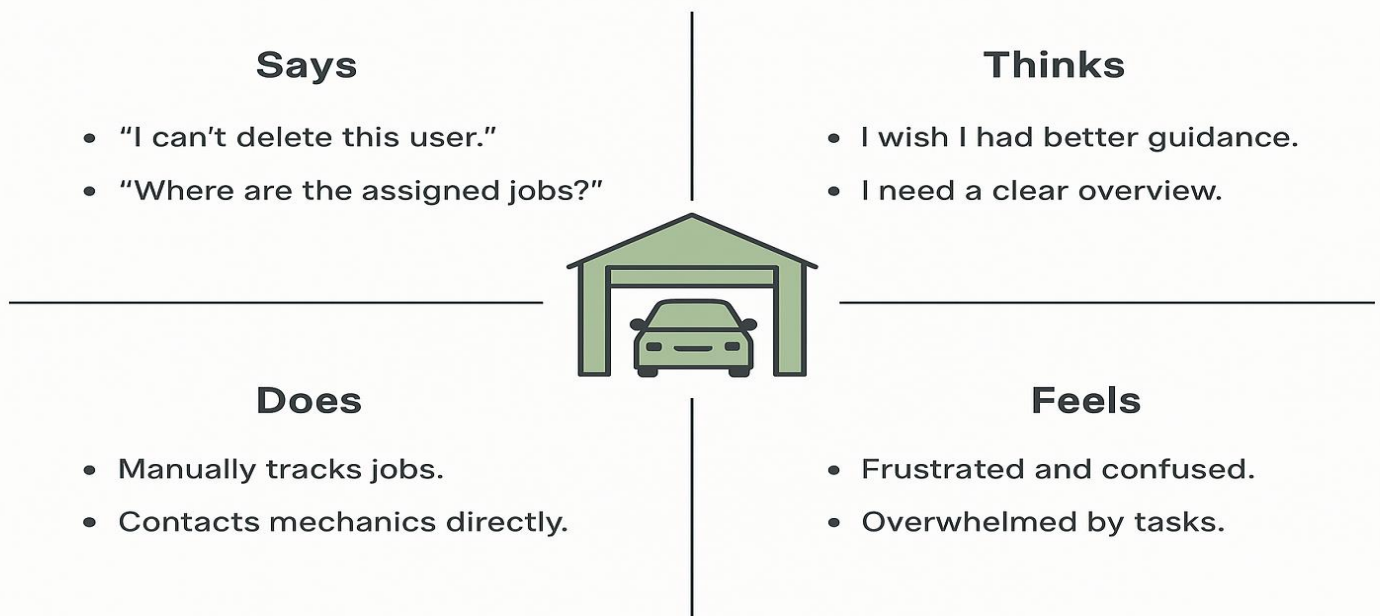
Empathy Map Canvas:

In the **Empathize & Discover** phase, the team observes how garage administrators, mechanics, and service managers handle day-to-day operations within the **Garage Management System**. They discover that users often face frustration when trying to manage mechanic records, schedule jobs, or update service details due to unclear task dependencies and lack of real-time updates. Through interviews and on-site observations, the team learns that these challenges lead to delays in service delivery, miscommunication among staff, and difficulty in tracking vehicle repair progress.

By gathering these insights, the team gains a deeper understanding of how these issues affect workflow efficiency, job allocation, and customer satisfaction. Recognizing the daily struggles faced by garage staff highlights the need for a more intuitive system with automated notifications, job reassignment alerts, and simplified dashboards. These findings will guide the creation of a **user-friendly, reliable, and efficient Garage Management System** that improves coordination, transparency, and overall productivity.

Example:

EMPATHY MAP CANVAS




Reference: <https://www.mural.co/templates/empathy-map-canvas>


The empathy map helped us understand user challenges in managing mechanics, service jobs, and daily operations. It highlights their pain points, actions, and needs for better task tracking and communication. These insights guided us to design a smarter Garage Management System with improved workflow visibility, automated alerts, and smoother coordination between staff.

Example: Garage Management System


Garage Management System



Dashboard



Vehicles



Service Jobs

Ongoing Service Jobs

Vehicle	Description	Status
ABC123	Oil change	In Progress
XYZ789	Brake Inspection	Completed

Upcoming Appointments

Vehicle	Customer	Date
DEF456	John Doe	05/12/2024
GHI012	Jane Smith	05/13/2024

By deeply understanding garage staff, managers, and customers through empathy mapping, we identified the main frustrations they face in daily operations — such as unclear job tracking, communication gaps between technicians and customers, and delays in vehicle delivery updates. These insights revealed key pain points like lack of service transparency, inefficient record management, and absence of real-time notifications.

As a result, we designed an intelligent **Garage Management System** that includes automated job tracking, service alerts, and digital customer updates. The system ensures that every service request is properly monitored from check-in to delivery, minimizing confusion and improving accountability. This approach boosts operational efficiency, enhances customer satisfaction, and builds trust in the overall service experience.