

Ideation Phase

Define the Problem Statements

Date	15 may 2023
Team ID	NM2023TMID12378
Project Name	Smart billing system for water suppliers
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.

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 supplier	deliver	It takes few hours	It doesn't work for many hours	So bad
PS-2	A billing for water supplier	Transfer them	It took more distance	It may denied	frustrated