

Ideation phase
GARAGE MANAGEMENT SYSTEM
Define the Problem Statements

DATE	1.11.2025
TEAM ID	NM2025TMID02770
PROJECT NAME	Garage Management system
MAXIMUM MARKS	2 MARKS

Customer Problem Statement Template:

Garage owners and staff face challenges managing customer requests, vehicle information, service history, and billing manually. This often causes confusion in tracking vehicles, delays in service delivery, and errors in billing or record keeping. Mechanics and customers struggle to get real-time updates about job status, leading to inefficiency and customer dissatisfaction.

They need an **automated system** that can record all service details, track vehicle status, assign mechanics, and generate invoices efficiently. The system should also send notifications to customers about service completion or delays. This solution will improve workflow, accuracy, and overall customer satisfaction within the garage operations.

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

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A Garage Owner	Manage daily service requests	it's difficult to track customer and vehicle data	all records are maintained manually	frustrated and overworked
PS-2	A Mechanic	Update job status for vehicles	there's no proper system to assign or track tasks	communication gaps exist between staff	confused and less productive

Problem Statement PS-1:

As a garage owner, I am trying to manage customer details, service records, and billing efficiently. However, without a centralized system, I struggle to keep track of each vehicle's service progress and payment status. This makes me feel frustrated and overwhelmed, as it causes errors and delays in day-to-day operations.

Problem Statement PS-2:

As a mechanic, I want to update the service status and track assigned jobs easily. But the absence of an organized system makes it hard to coordinate with other staff or notify customers about progress. This leads to confusion, missed updates, and lower productivity.

An automated Garage Management System would allow real-time tracking, better communication, and improved efficiency for both mechanics and managers.