

Define the Problem Statements

Date	28 June 2025
Team ID	LTVIP2025TMID29321
Project Name	Garbage Management System
Maximum Marks	2 Marks

Customer Problem Statement Template:

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. It helps you empathize with your customers and design more effective solutions.

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

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

Example:

Problem Statement (PS)

PS No.	I am	I'm trying to	But	Because	Which makes me feel
PS-1	a municipal resident	dispose of household waste efficiently	the garbage bins in my area are often full or not collected on time	there's no real-time monitoring or alert system in place	frustrated and worried about hygiene and health
PS-2	a municipal officer	manage waste collection across different zones	there is no data-driven system to optimize routes	collection teams rely on fixed schedules	inefficient and under pressure

			or bin collection schedules	and manual complaints	during complaints
PS-3	a waste collection driver	collect waste from assigned areas in an optimized manner	there is no live route optimization or real-time fill status of bins	the system doesn't provide navigation or collection priority updates	confused and prone to missing overflowing bins
PS-4	an environmental health officer	ensure hygienic and clean neighborhoods	overflowing bins cause littering and foul smells	the garbage collection system is reactive, not proactive	concerned about rising complaints and health hazards
PS-5	a tech-aware city planner	build smart city infrastructure	current waste management lacks IoT integration	legacy systems are hard to integrate and expensive to upgrade	restricted in scaling sustainable solutions
