

EMPATHY MAP CANVAS

Date	23 October 2025
Team ID	NM2025TMID01244
Project Name	Garage Management System
Maximum Mark	4 Marks

Customer Perspective

Customers want clarity and transparency. They often feel anxious due to delays and lack of communication. They repeatedly call the garage for updates, impacting both their experience and staff workload.

Mechanic Perspective

Mechanics experience confusion in task assignments due to manual scheduling. Manual job cards increase errors and workload, leading to stress and inefficiency.

Administrator Perspective

Admins struggle with coordination, billing accuracy, and inventory management. The absence of a centralized system limits reporting capabilities and workflow monitoring.

Conclusion

A GMS addresses these issues by providing real-time tracking, automated notifications, and centralized data management, improving satisfaction and efficiency for all stakeholders.

GARAGE STAKEHOLDER EMPATHY MAP

