PROBLEM STATEMENT

| Date	23 October 2025
Team ID	NM2025TMID01244
Project Name	Garage Management System
Maximum Mark	2 Marks

Introduction

In today's fast-moving world, the automobile industry is evolving rapidly, and so are the challenges of managing repair and maintenance operations. Small and medium-sized garages still depend heavily on manual paperwork to manage daily tasks like vehicle service records, billing, customer communication, and mechanic scheduling. This outdated process leads to inefficiency, data redundancy, and service delays.

A mechanic's workspace often lacks a centralized data system, resulting in confusion and poor coordination between employees. Without proper automation, customer satisfaction drops, and record management becomes cumbersome.

Identified Challenges

1. **Manual Record Keeping:** Paper-based job cards are prone to loss or damage.
2. **Lack of Transparency:** Customers are unaware of real-time repair progress.
3. **Billing Errors:** Manual calculations often lead to incorrect invoices.
4. **Time Management Issues:** No proper scheduling results in service delays.
5. **Data Inaccessibility:** Retrieval of historical records is difficult.

GARAGE MANAGEMENT SYSTEM MODERNIZATION: CHALLENGES & SOLUTION

THE EVOLUTION OF AUTOMOTIVE SERVICE
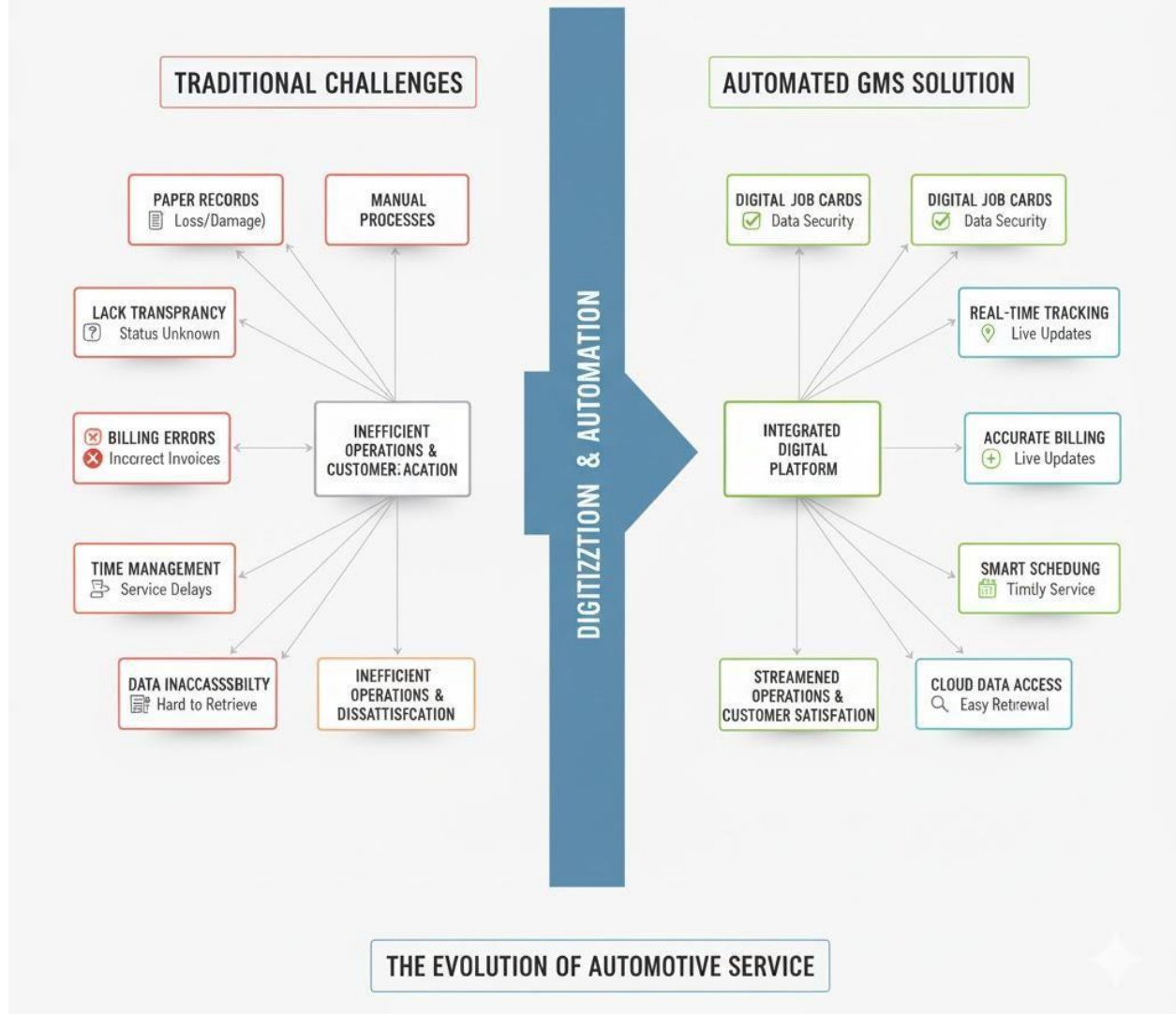
Need for Automation

An automated Garage Management System (GMS) is the ideal solution to overcome these challenges. By digitizing the process, it improves efficiency, accuracy, and communication between customers and staff.

The proposed GMS ensures smooth operation from vehicle check-in to delivery by integrating booking, service tracking, billing, and feedback modules into a single platform.