**Statement of the Problem(torne)**

* **Key Points**:  
  + Main Problem: Managing appointments and data is inefficient.
  + Sub-Problems: Paper-based forms, poor communication, no analytics.

**Suggested Slide Text**:  
  
• Main issue: Inefficient appointment and record management

• Specific:

- Hard to schedule appointments

- Paper-based records persist

- Limited communication

- No analytics for improvement

* **Explanation**:  
   “These problems disrupt clinic workflows and reduce client satisfaction, prompting us to build a more organized system.”

### **Objectives of the Study(torne)**

* **Key Points**:  
  + Main Goal: Build SmartVet to fix these problems.
  + Specific Goals: Online appointments, real-time communication, record management, analytics, ISO 25010 evaluation.

**Suggested Slide Text**:  
General Objective:

• Develop SmartVet to address the clinic’s challenges

Specific Objectives:

• Create an online appointment system

• Implement notifications and messaging

• Manage pet records digitally

• Provide analytics and reports

• Evaluate quality (ISO/IEC 25010)

* **Explanation**:  
   “We want a complete digital solution for scheduling, communication, records, and data insights, ensuring quality via ISO standards.”