**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| Date | 18 June 2025 |
| Team ID | LTVIP2025TMID31510 |
| Project Name | Airlines Management System |
| Maximum Marks | 2 Marks |

**Customer Problem Statement Template:**

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you’ll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

Graphical user interface, text, application, email

Description automatically generated

**Example:**

Chart, treemap chart

Description automatically generated

## Customer Problem Statements (CPS) – Airlines Management System:

| **Problem Statement (PS)** | **I am (Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| --- | --- | --- | --- | --- | --- |
| **PS-1** | A flight scheduler or operations manager | Schedule and manage flights with the right crew assigned | I struggle to track crew availability and avoid scheduling conflicts | The system lacks real-time crew management and conflict alerts | Frustrated and concerned about delays |
| **PS-2** | A booking agent | Quickly book and manage passenger tickets | Bookings sometimes overlap or miss passenger data | The current system is semi-manual with poor validations | Stressed and blamed for booking errors |
| **PS-3** | A passenger | Get booking confirmation and flight details on time | I don’t receive timely updates or alerts about my flight | The airline lacks an automated alert or notification system | Confused and uncertain about my travel plans |
| **PS-4** | A flight crew manager | Assign crew members fairly and efficiently | Crew availability and assignment conflicts are hard to monitor | There is no automated crew scheduling logic based on duty hours/availability | Overwhelmed and under pressure to avoid errors |

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