

EMPATHY MAP CANVAS

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| Date | 23 October 2025 |
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| Client ID | MB02573 |
| Project Name | Garage Management System |
| Maximum Marks | 4 Marks |

Empathy Map Canvas :

Garage owners face daily challenges managing customer records, vehicle history, job assignments, and inventory. They constantly think about improving efficiency and customer satisfaction. In their garages, they see piles of paper, whiteboards, and spreadsheets causing confusion. Customers frequently ask about service status, creating frustration and wasted time. Owners often say that manual work and billing errors slow them down. They feel stressed and overwhelmed by disorganization. However, they are motivated to modernize their operations. They hear complaints from customers about delays and unclear communication. Mechanics also express frustration with poor coordination and tracking. The main pains include inaccurate records, lost data, and inefficient scheduling. They want faster, more transparent service and better communication. They seek automation to reduce errors and save time. A Garage Management System can solve these problems by streamlining all operations.

