

Ideation Phase

Empathize & Discover

Date	5 November 2025
Team ID	NM2025TMID00401
Project Name	Garage management system
Maximum Marks	4 Marks

Empathy Map Canvas:

In the empathize phase, we studied garage administrators, service advisors, mechanics, inventory managers, and customers to understand their needs and frustrations.

Administrators struggle with assigning staff and tracking jobs due to lack of visibility.

Service advisors are frustrated by scattered customer and vehicle data.

Mechanics face workflow delays because the system is not mobile-friendly.

Inventory managers worry about inaccurate stock levels and frequent shortages.

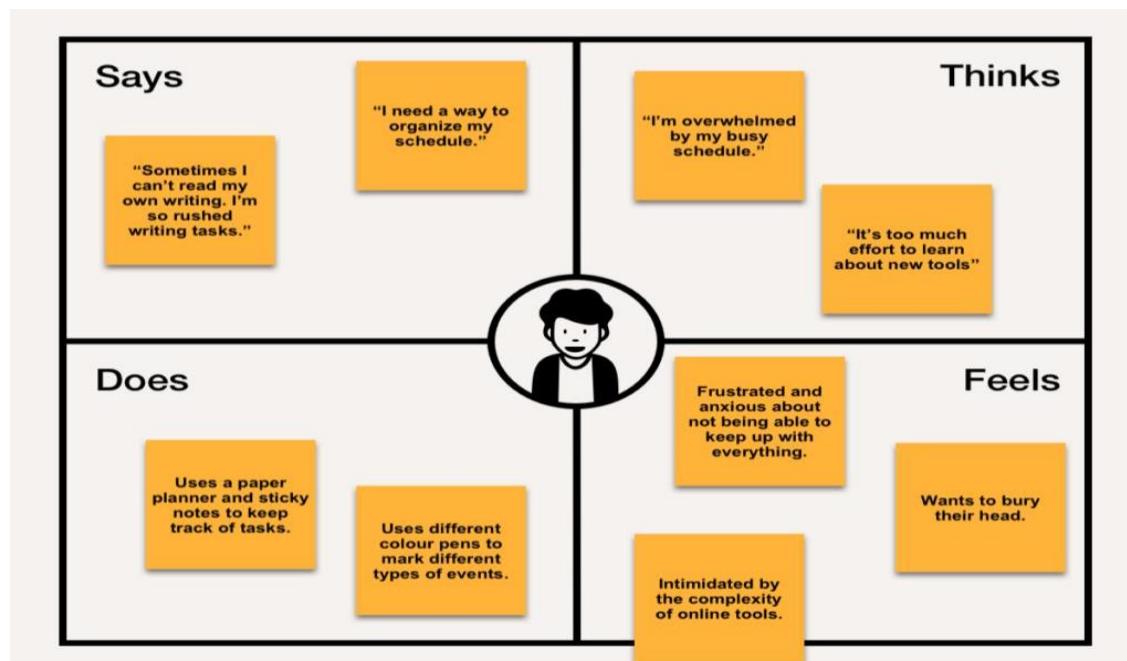
Customers feel anxious due to lack of updates on their vehicle's status.

Garage owners cannot access unified reports to make strategic decisions.

Stakeholders express frustration, worry about inefficiency, and feel overwhelmed.

They rely on spreadsheets, manual logs, and ad-hoc communication to manage operations.

Insights show the system must focus on integration, automation, mobile access, and centralized reporting to improve efficiency, satisfaction, and visibility.



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