PROBLEM STATEMENTS:

Create a problem statement to understand your customer's point of view. The Customer

Problem Statement 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.

Reference: <https://miro.com/templates/customer-problem-statement/>

Customer Problem Statement Template:

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**🩸 Problem Statements for HematoVision**

**🔹 1. Manual Blood Cell Classification is Time-Consuming and Labor-Intensive**

Microscopic examination of blood smears requires pathologists or lab technicians to manually identify and classify various cell types. This process is not only time-consuming but also repetitive, leading to fatigue and reduced efficiency, especially in high-volume diagnostic labs.

**🔹 2. Human Error and Inconsistency Affect Diagnostic Accuracy**

Due to the complex morphology of different blood cell types and the subtle differences between them, manual classification is prone to errors. Two experienced pathologists might arrive at slightly different conclusions, resulting in inconsistent reports and potentially delayed treatment decisions.

**🔹 3. Lack of Access to Skilled Professionals in Rural and Remote Areas**

In many underserved regions, especially in rural clinics, access to trained hematologists or advanced diagnostic labs is limited. This results in delayed diagnosis, improper treatment, or the need to transport samples to urban centers, increasing patient costs and turnaround times.

**🔹 4. Traditional Training Methods for Students Are Passive and Outdated**

Medical students and lab technicians often rely on static images in textbooks or limited lab sessions to learn blood cell classification. This traditional approach lacks interactivity and feedback, making it difficult for learners to gain practical, diagnostic confidence.

**🔹 5. Existing Tools Lack Speed, Explainability, and Integration**

Most current digital solutions are either too expensive, too slow, or not tailored for real-time use. They also lack intuitive user interfaces and do not provide visual explainability (e.g., highlighting decision regions in the image), making them less trustworthy for clinicians.