**Ideation Phase**

**Define the Problem Statements**

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| Date | 15 May 2023 |
| Team ID | NM2023TMID19449 |
| Project Name | Gas pipeline monitoring system for hospitals |
| Maximum Marks | 2 Marks |

**Customer Problem Statement :**

Create a problem statement to understand your customer's point of view. The CustomerProblem Statement template helps you focus on what matters to create experiences peoplewilllove.

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

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

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| --- | --- | --- | --- | --- | --- |
| **Problem**  **Statement(PS)** | **I am**  **(Customer)** | **I’m trying to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | Start by introducing yourself and your role or involvement in the gas pipeline monitoring system for the hospital. | STate your objective or what you are aiming to achieve with regards to the gas pipeline monitoring system. | Highlight the specific challenge or problem you have encountered in your efforts to improve the system. | Provide a brief explanation of the reasons or underlying factors contributing to the problem you mentioned. | Express your emotions or the impact that the problem has on you or the hospital. |
| PS-2 | Am a safety officer responsible for overseeing the gas pipeline monitoring system in the hospital and ensuring compliance with safety regulations. | I'm trying to enhance the safety and reliability of the gas pipeline monitoring system to mitigate potential risks and create a secure environment for pa | But I have been facing challenges in quickly detecting gas leaks and abnormal pressure fluctuations, which poses a risk to patient safety and the smooth operation of critical healthcare services. | Because the current gas pipeline monitoring system lacks real-time monitoring capabilities and fails to provide timely alerts, making it difficult to address gas-related issues promptly and effectively. | his situation makes me feel frustrated as it poses a challenge in ensuring the consistent availability of medical gases required for critical patient care. It also hampers our ability to provide proactive maintenance and jeopardizes the overall efficiency of the hospital. |