Ideation Phase
Empathize & Discover
Garage Management system

DATE	1.11.2025
TEAM ID	NM2025TMID04006
PROJECT NAME	Garage Management system
MAXIMUM MARKS	2 MARKS

Empathy Map Canvas:

In the **Empathize & Discover** phase, the team observes how garage owners, mechanics, and customers interact during vehicle servicing. They learn that garage staff often feel overwhelmed when managing multiple service requests, tracking repairs, and handling billing manually. By interviewing stakeholders, the team discovers that the lack of an organized system causes miscommunication, delays in repairs, and customer dissatisfaction.

Gathering these insights helps the team understand the real pain points in garage operations. It becomes clear that an integrated system is needed to manage job assignments, monitor vehicle status, and keep customers informed. Understanding the daily challenges of staff and customers provides valuable input for designing a system that is efficient, transparent, and user-friendly.

Reference:https://www.mural.co/templates/empathy-map-canvas

The empathy map helped us understand the challenges faced by garage staff and customers in maintaining service records and communication. It highlights their pain points, daily actions, and expectations for an organized system. These insights guided us to design a **Garage Management System** that simplifies job tracking, reduces delays, and ensures customer satisfaction.

Example: Vehicle Service and Maintenance Application

By deeply understanding users through empathy mapping, we identified the critical frustrations and risks associated with managing garages manually. These included missing service reminders, unclear job status, and disorganized billing. As a result, we designed an intelligent and automated **Garage Management System** that integrates job assignment, inventory tracking, billing, and
real-time updates. This ensures smoother workflow, increased accountability, and greater satisfaction for both mechanics and customers.

Example: Vehicle Service and Maintenance Application