

Project Design Phase

Problem – Solution Fit Template

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PROJECT TITTLE	Garage Management System
MARKS	2 MARKS

Problem – Solution Fit Template:

The Problem–Solution Fit refers to identifying a real customer problem and providing an effective, practical solution that addresses their needs. In the context of a Garage Management System (GMS), this fit ensures that the system truly solves the operational challenges faced by garages and automotive repair centers, leading to better efficiency, transparency, and customer satisfaction.

Purpose:

- Solve complex garage management issues like job tracking, customer communication, and billing management efficiently.
- Enable faster service delivery by organizing tasks, mechanics, inventory, and repair schedules in one integrated platform.
- Enhance transparency and accountability between the garage owner, employees, and customers.
- Improve business growth through data-driven insights and service history tracking.
- Reduce manual errors and paperwork by automating service records, invoicing, and customer reminders.

Problem Statement:

Traditional garage operations rely heavily on manual record keeping, resulting in:

- Mismanagement of service requests and repairs.
- Difficulty tracking job status, parts usage, and mechanic assignments.
- Delays in billing and poor communication with customers.
- Lack of a centralized database for vehicle service history and customer details.

These inefficiencies lead to lower productivity, poor customer experiences, and potential financial loss.

Proposed Solution:

The Garage Management System provides a digital platform that streamlines and automates garage operations. The solution includes modules for:

- Customer & Vehicle Management – storing detailed records and service histories.
- Job Card Creation & Tracking – assigning and monitoring repair tasks in real time.

- Inventory Management – tracking spare parts and materials availability.
- Billing & Invoicing – automated generation of bills with accurate cost calculation.
- Notifications & Reminders – alerting customers about service completion and maintenance schedules.

By implementing this system, garages can enhance operational efficiency, reduce human error, and ensure better customer satisfaction through transparent and organized workflows.

Expected Outcome:

- Improved accuracy and speed of service operations.
- Centralized data access for all employees.
- Increased customer retention due to improved communication.
- Real-time status tracking of repair jobs.
- Reduced manual workload and improved business insights.

References:

1. <https://www.ideahackers.network/problem-solution-fit-canvas/>
2. <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>