Define CS, fit into CC

1. CUSTOMER SEGMENT(S)   CS

Who is your customer?

we can get the customer by providing our model implementation thatcan be done to get a desired result, we can also use various methods by the data exploration and with continuous improvement.

6. CUSTOMER CONSTRAINTS

Constraints here could include physical

movements, time, flight operations, militry operations, easing the noise, weather, reduced flows, length, size of aircraft and so on. There are also environmental requirements to consider.

5. AVAILABLE SOLUTIONS

Maintaining the structural failures where a broken connecting rod,crank value , or camshaft is present account for 17% of engine failures occurs.Preventingthe fuel problems.

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS   J&P

The engine failure occur due to the fuel problems like the contamination and exhaustion. We can prevent it by proper maintainence.

9. PROBLEM ROOT CAUSE   RC

The root cause of the problem is unforeseen and unpredictable engine failure that has increased the hazards of air travels

7. BEHAVIOUR   BE

We can encourage the customers to give the feedback and we should focus on the service quality and should increase the safety and security.

Focus on J&P, tap into BE, understand RC

3. TRIGGERS `TR`

Mechanical failure by under-torqueing cylinder, Structural failures due to pilots ignorance and the fuel problems such as exhaustion and mismanagement.

4. EMOTIONS: BEFORE / AFTER `EM`

This happens when the customers are not satisfied with the services. At their dissatisfaction where they lose all their hopes in our services and start approaching others for a better solution.

10. YOUR SOLUTION `SL`

By identifying the needs you can provide faster and effective support. We should improve our product and services and satisfy the customer needs.

8. CHANNELS of BEHAVIOUR `CH`

8.1 ONLINE

We can suggest the positive employee attitudes, behaviors, and prompt services recovery actions that generates more positive emotions.

8.2 OFFLINE

We can make a effort to convert dissatisfied customers into loyal ones and we must make the customer feel goog about the experience they faced.