

# CUSTOMER JOURNEY MAP

## MACHINE LEARNING - PREDICTIVE ANALYTICS OF AIRCRAFT ENGINE



passengers

### Scenario

The prediction on life time of aircraft engine to be useful and it must save the lives of people without any losses.

### Expectations

- prediction should be accurate
- it is ensuring the safety of lives
- should maintain engine at proper condition.

### Phase of journey

1. Is this safe to travel or not
2. Can be applicable with real time values.
3. Dataset is created with real time values or not .
4. prediction can be confused at any time

Is prediction is giving you a useful results for future predictions?

### Phase of journey

1. Maintain Engine with proper running condition.
2. Engine should be predicted for future working purposes.
3. Use of machine learning ensures that it is recorded the running conditions

Is there any msifunctions happen due to this prediction?

### CUSTOMER HANDLING

1. Customers are afraid of travelling in aircrafts with accident results.
2. Results should ensure people to travel without fear.
3. Engines maintained at a regular interval of time.

Predicted values can be reused or not?

### ENGINE & MAINTENANCE

1. Defects in Engine is predicted with the help of the machine learning techniques.
2. Technicians should be aware of machine learning predictions.
3. They should be able to ensure the reading values with respect to previous data for historica Engines.

Is Prediction journey is handled with proper maintenance?

