

KPI 1: Deliver a quality service

In this KPI, we'll explore the reasons behind good customer service. For investigating service quality we generate some reports according to available data on which service quality depends.

- Number of flights which are delayed per year.
- Number of flights diverted per year.
- No of arrival delays per year.
- No of departure delays per year.
- Number of flights cancelled per year.

KPI2: Customer Satisfaction

With the concerned of this, we'll seek for some factors that tell us about customer satisfaction and how the NYAirline service makes customer life easy.

- What are the different complains of a customer?
- How many complains are resolved in the span of one year?
- What the different types are of complains from the customer?
- What is the total number of compensation per complaint type per year?
- What is the compensation type offered to customers?