**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?