Project Proposal

Project Topic	Airline passenger satisfaction
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Overview

An airline is an air carrier of goods and passengers. International airlines are registered with the international organization IATA and ICAO.The customer is the key to success with our customer satisfaction survey, and our main mission is to help customers develop and deliver hospitality concepts and services that comply with the highest standards, based on our core values of commitment to quality, cost-effectiveness, teamwork, and customer focus.

Data

This dataset included an airline passenger satisfaction survey. We will analysis what factors that are correlated to the satisfaction and dissatisfied of passenger.

This data contains some information such as *Gender: M/F, Customer Type:* (Loyal customer, disloyal customer), *Age, Type of Travel:* Purpose of the flight, *Class:* Business, Eco, Eco Plus, *Flight distance, and Inflight Wi-Fi service: Seat comfort*

Source

This data was obtained from kaggle.com link: https://www.kaggle.com/teejmahal20/airline-passenger-satisfaction

Tools

- Pandas
- Numpy
- Scikit-learn

- Matplotlib
- Seaborn