# **Problem Description**

In this project, we are going to look at customer survey data for an airline company “Uni-Global Airlines”. In order to improve their customer satisfaction, they want to understand which all the parameters may help in delighting their customers. The data contains all the touch points which can impact a customer’s experience with the airlines such as Check-in Services, Seat comfort, Departure/Arrival time etc. You are provided with customer survey data (**SurveryData.xlsx**) taken post flight where customers have expressed their satisfaction levels explicitly. Along with it all the relevant passenger information such as age, customer type, Class, flight distance etc. is also provided (FlightData.xlsx) seperately .The aim is to determine the relative importance of each parameter with regards to their contribution to passenger’s satisfaction.

Deliverable:

* Create an excel report that contains the descriptive information of the data provided using appropriate plots for all the variables along with the insights
* Understand the data from the aspect of gender, class, customer type and travel type.
* Create at least 3 different hypothesis and validate them using the given information
* Based on the EDA, report parameters that contribute to the satisfaction levels of passengers.