

# British Airways Flight Review Analysis



This presentation borders on the overview of reviews gotten on [airquality.com](https://www.airquality.com) from 2021 - 2023

Total number of reviews

384

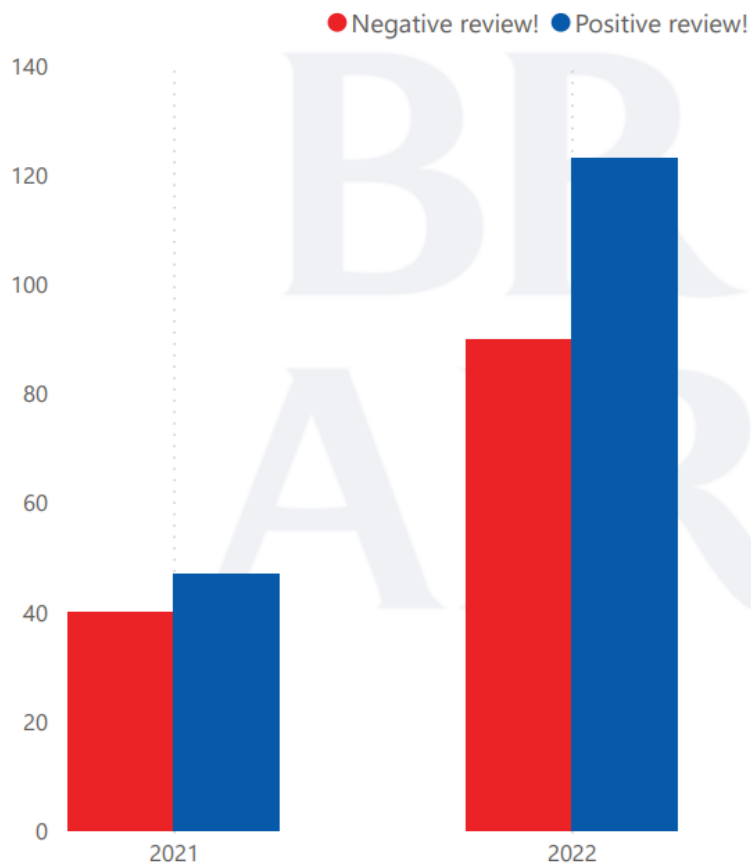
Count of positive reviews

209

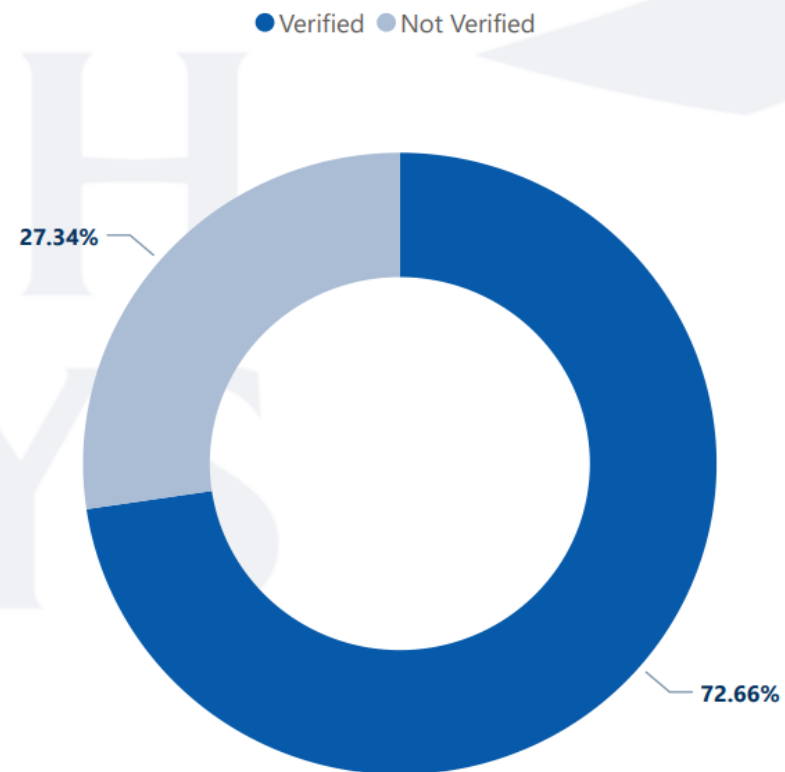
Count of Negative Reviews

175

Distribution of reviews across the years



Distribution of Verified and Non-Verified flight reviews



- From the dashboard above , majority of reviews came from verified flights with 55% of the reviews from 2021 to 2023 being positive.
- Presently, from the column chart , we are having more negative reviews in 2023 and majority borders around delayed flights and sub-par customer services.
- More focus should be thrown to improving the margin between the positive and negative reviews as a 55% positive margin isn't substantial.

The British Airways logo is displayed in a large, light blue, serif font. It consists of the word "BRITISH" on the top line and "AIRWAYS" on the bottom line. To the right of the text is a stylized bird in flight, also in light blue, which is part of the airline's branding.

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AIRWAYS

THANK YOU