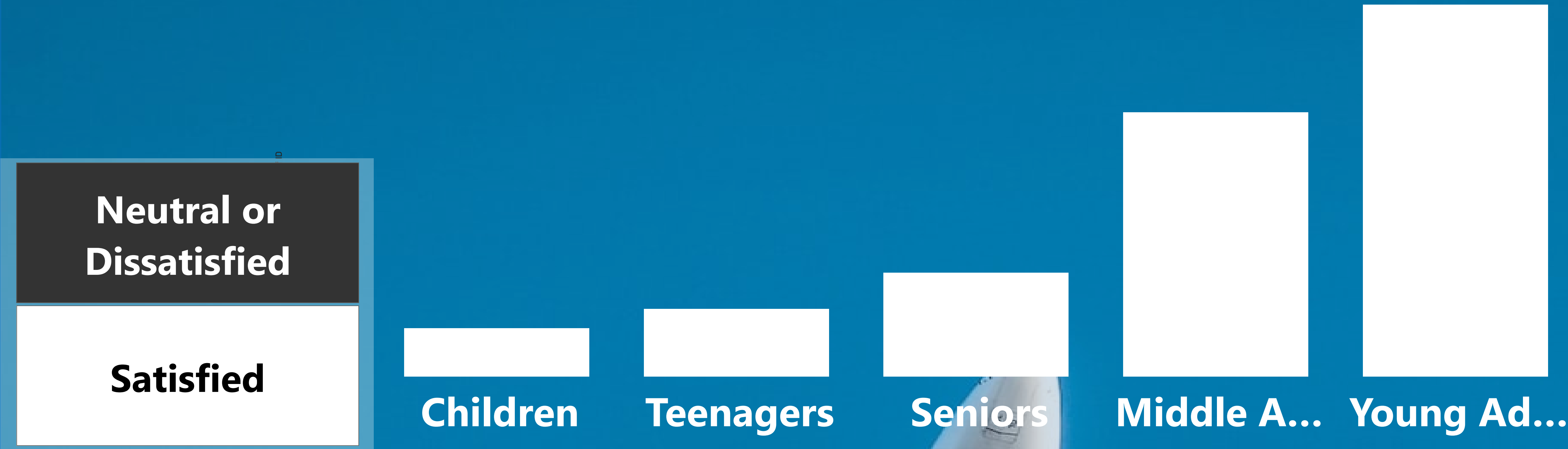
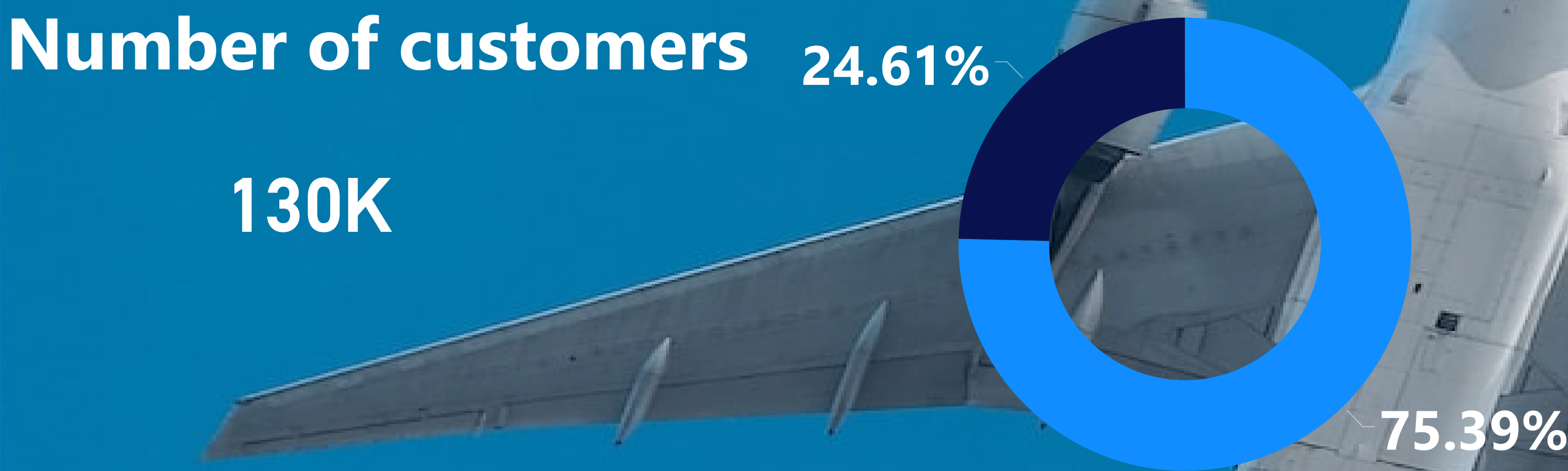


Customer Profile

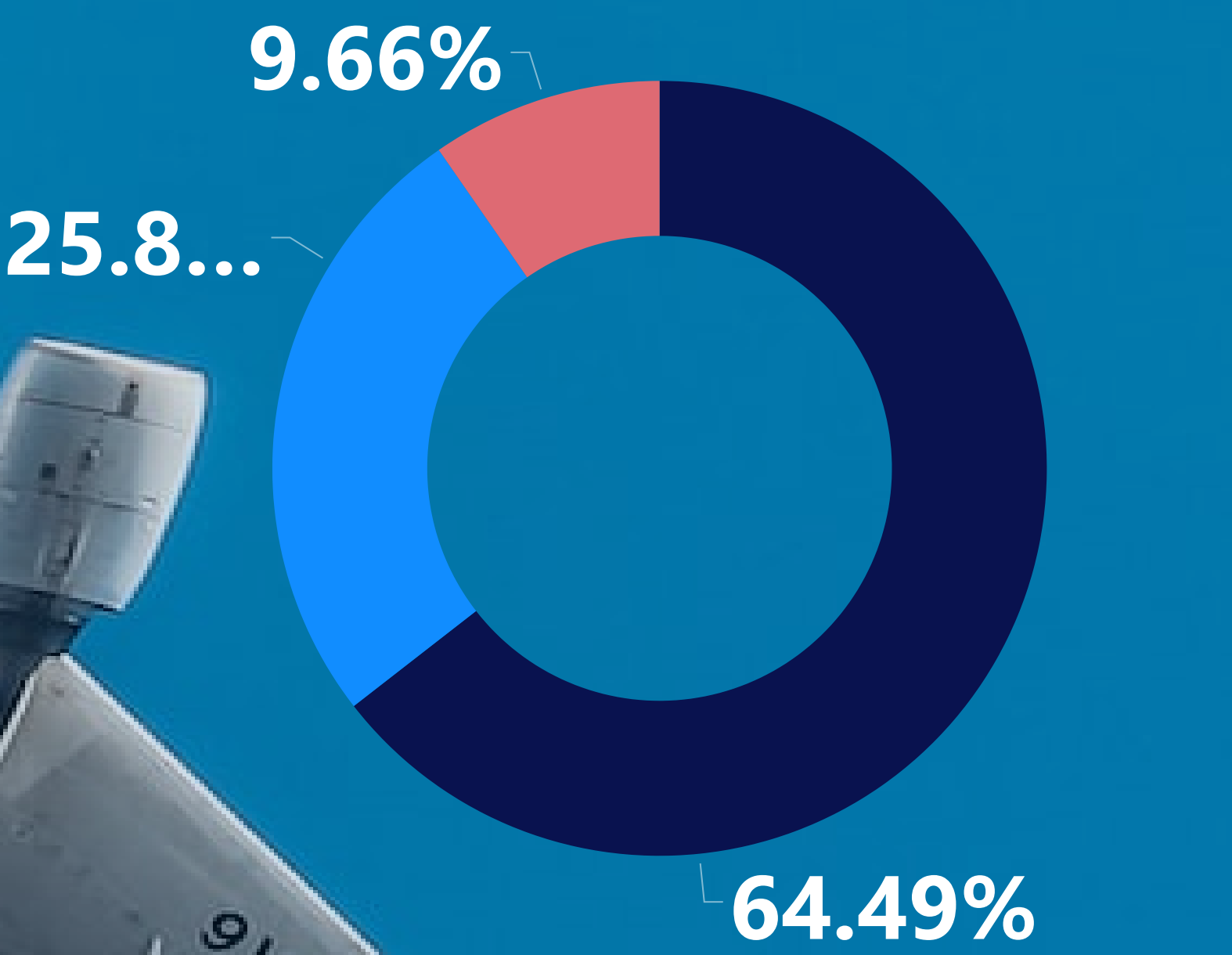
Age Distribution of customers



Types of customers



Ticket class



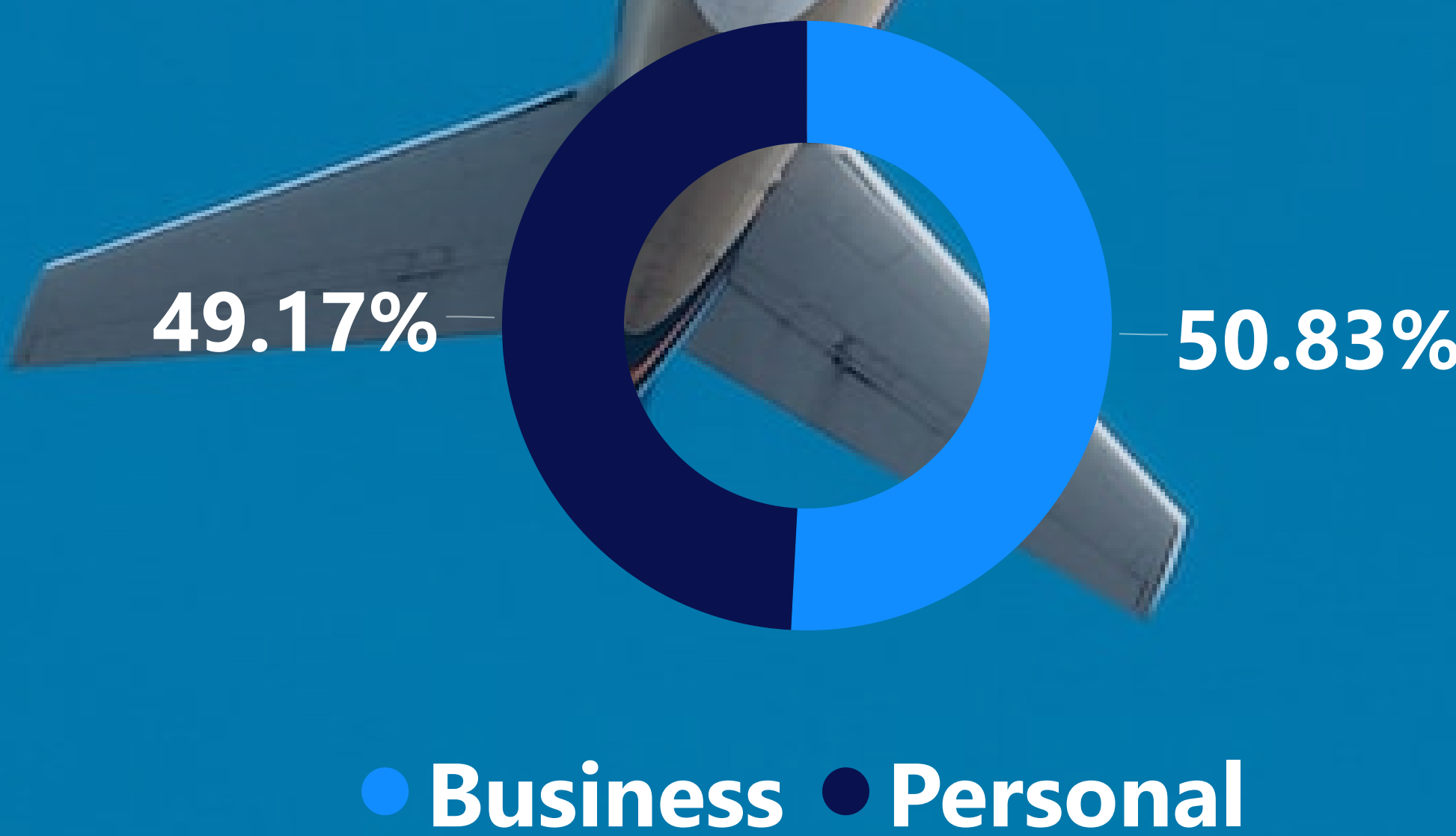
Number of customers

130K

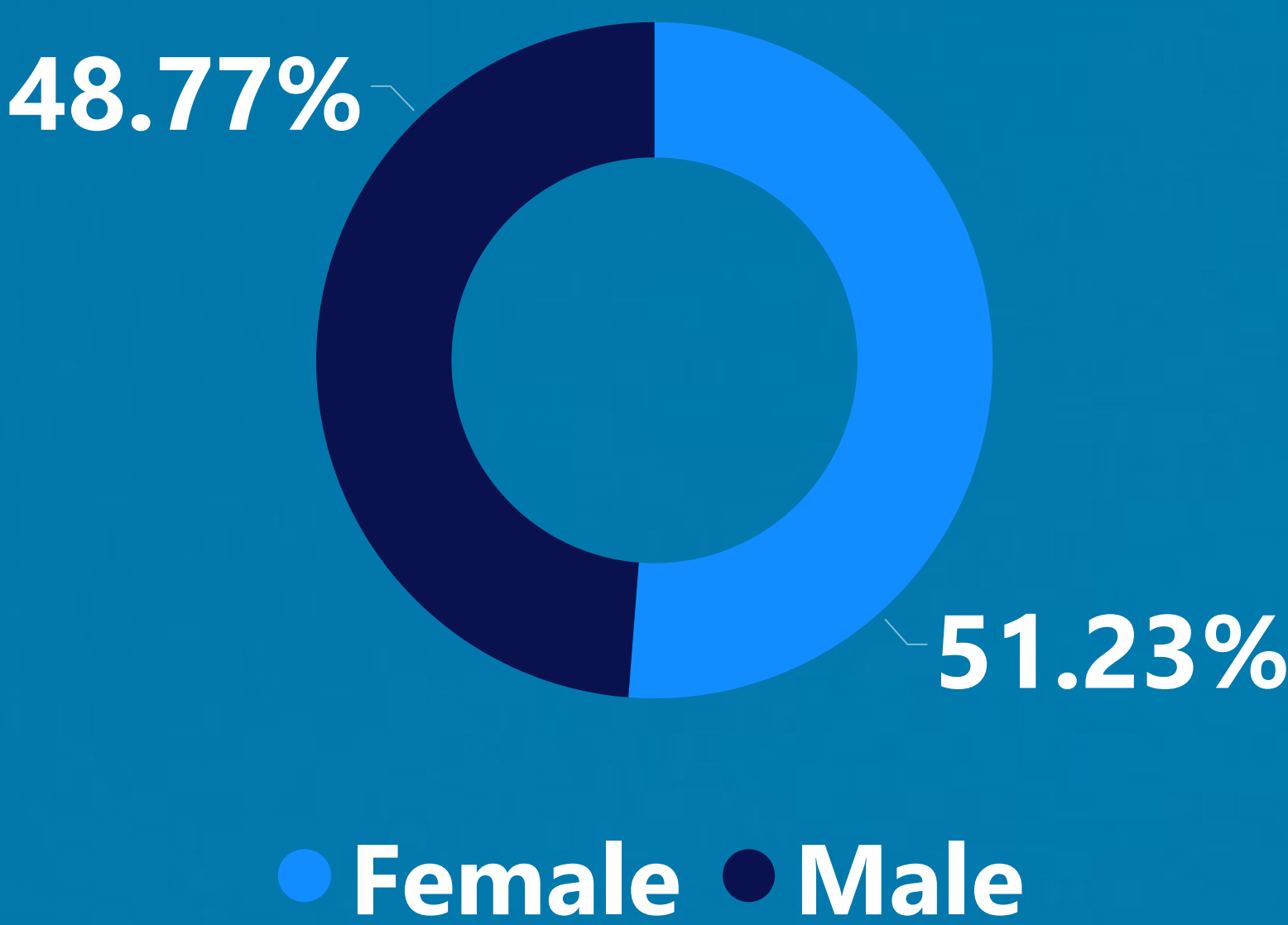
Average Age of customers

37.65

Types of Travel

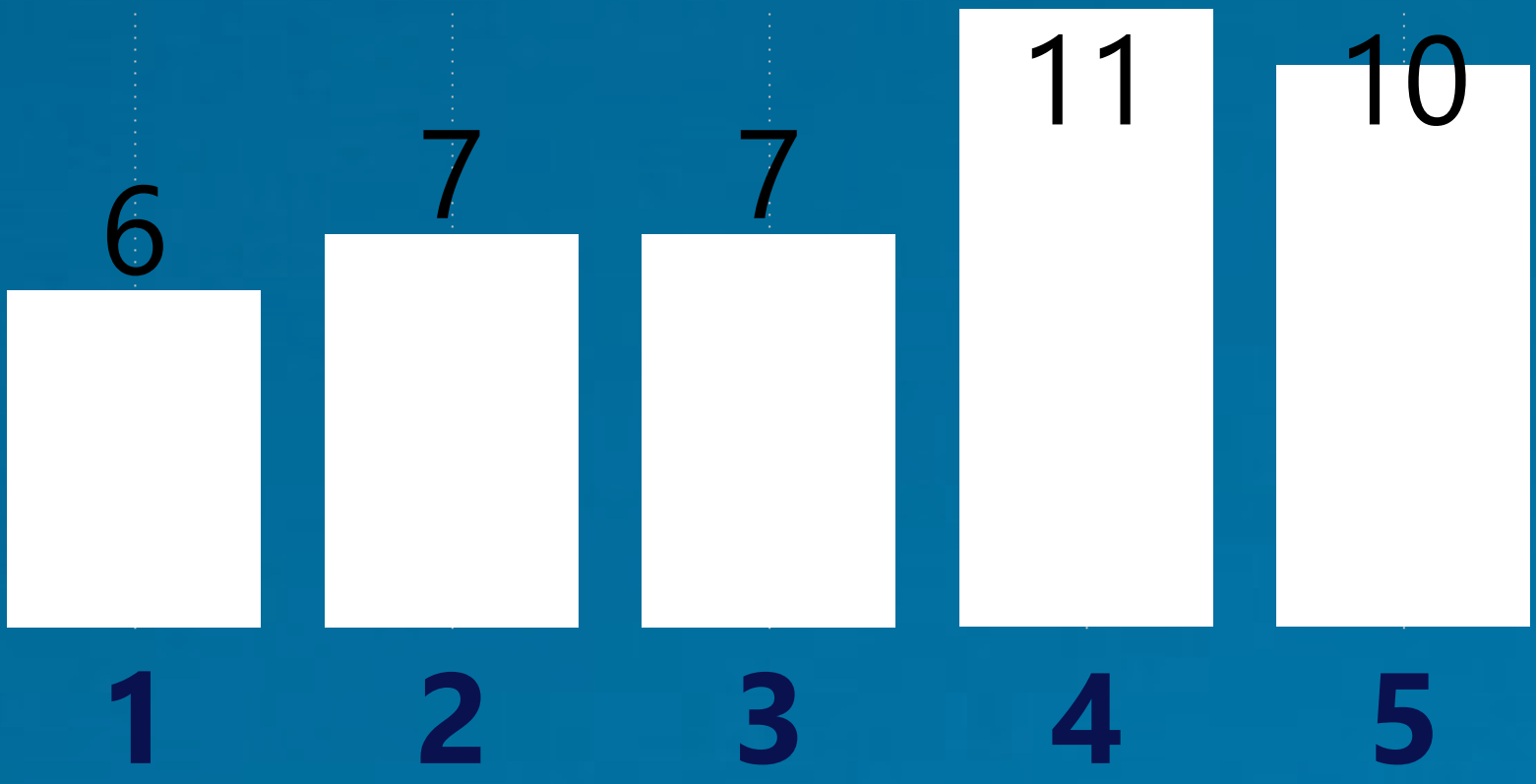


Gender

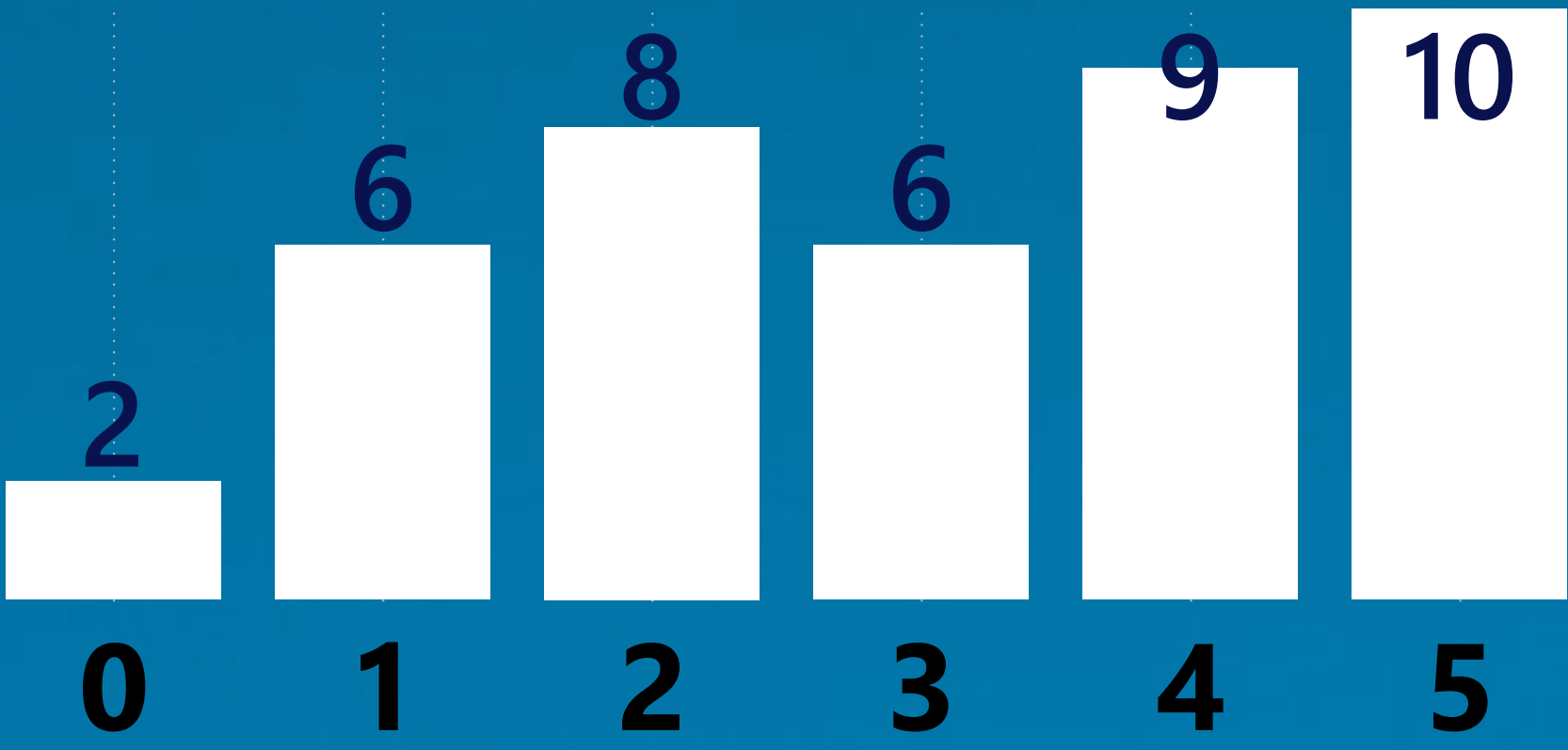


satisfaction level

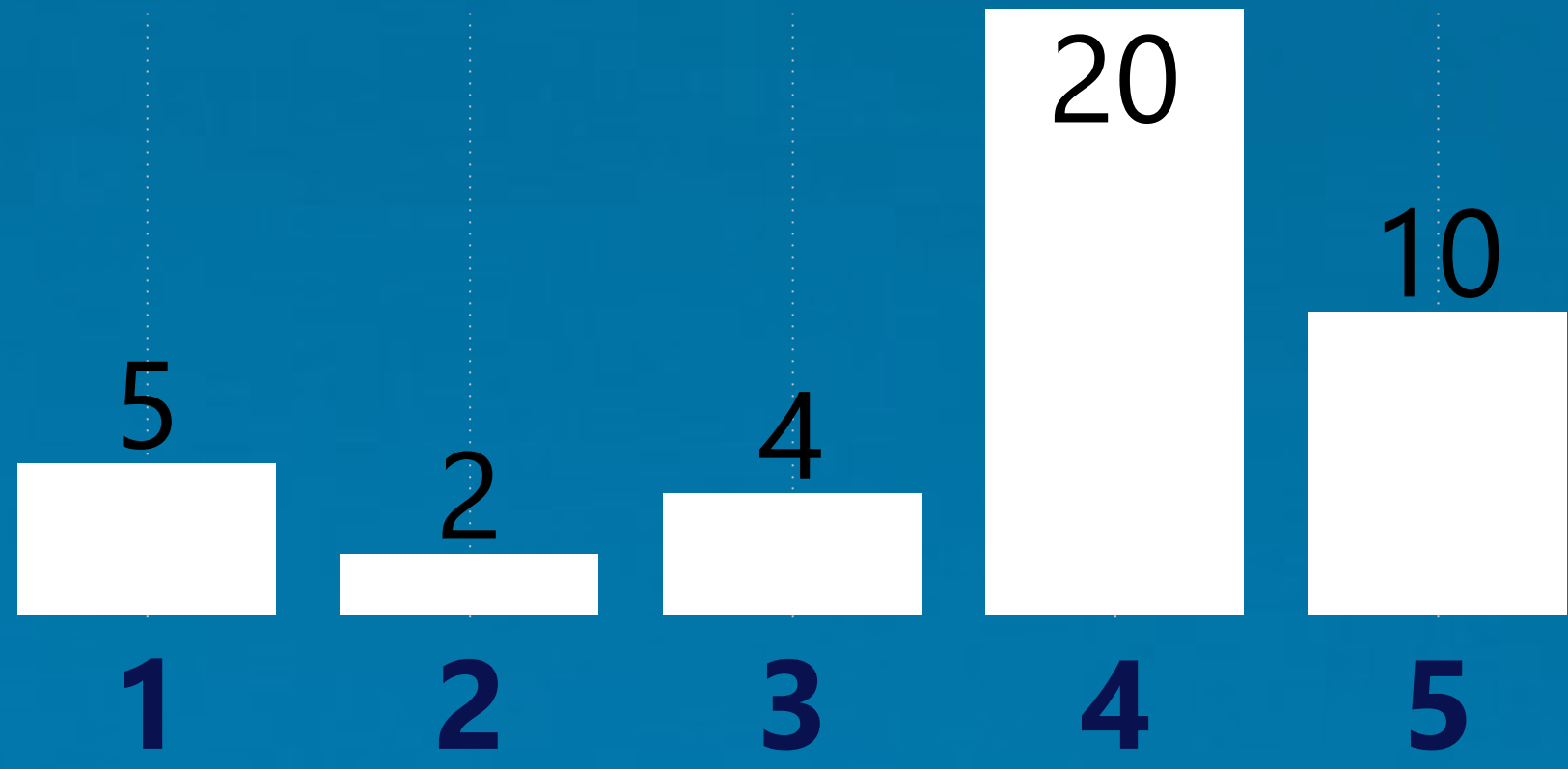
Departure and Arrival
Time Convenience



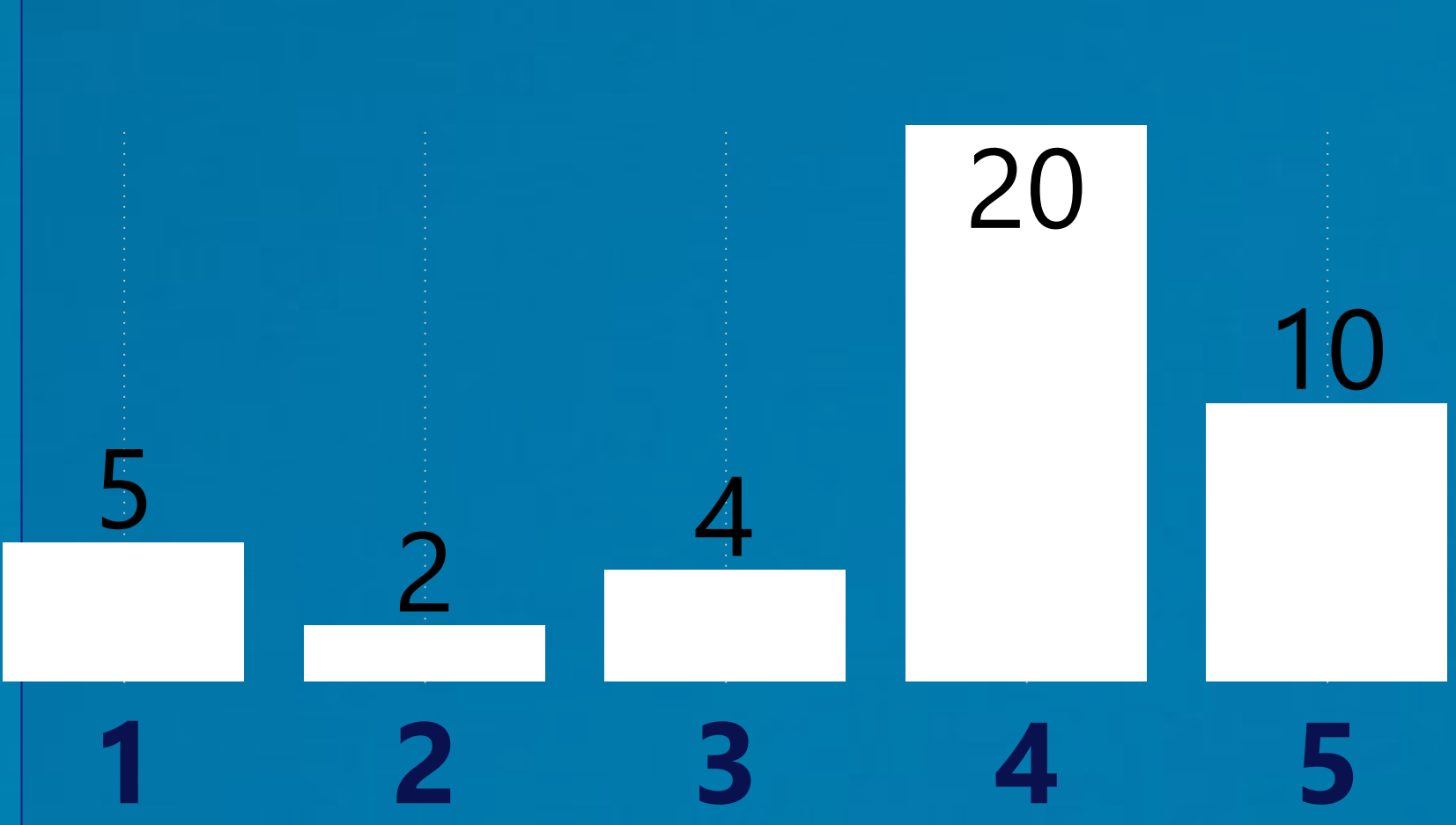
Ease of Online
Booking



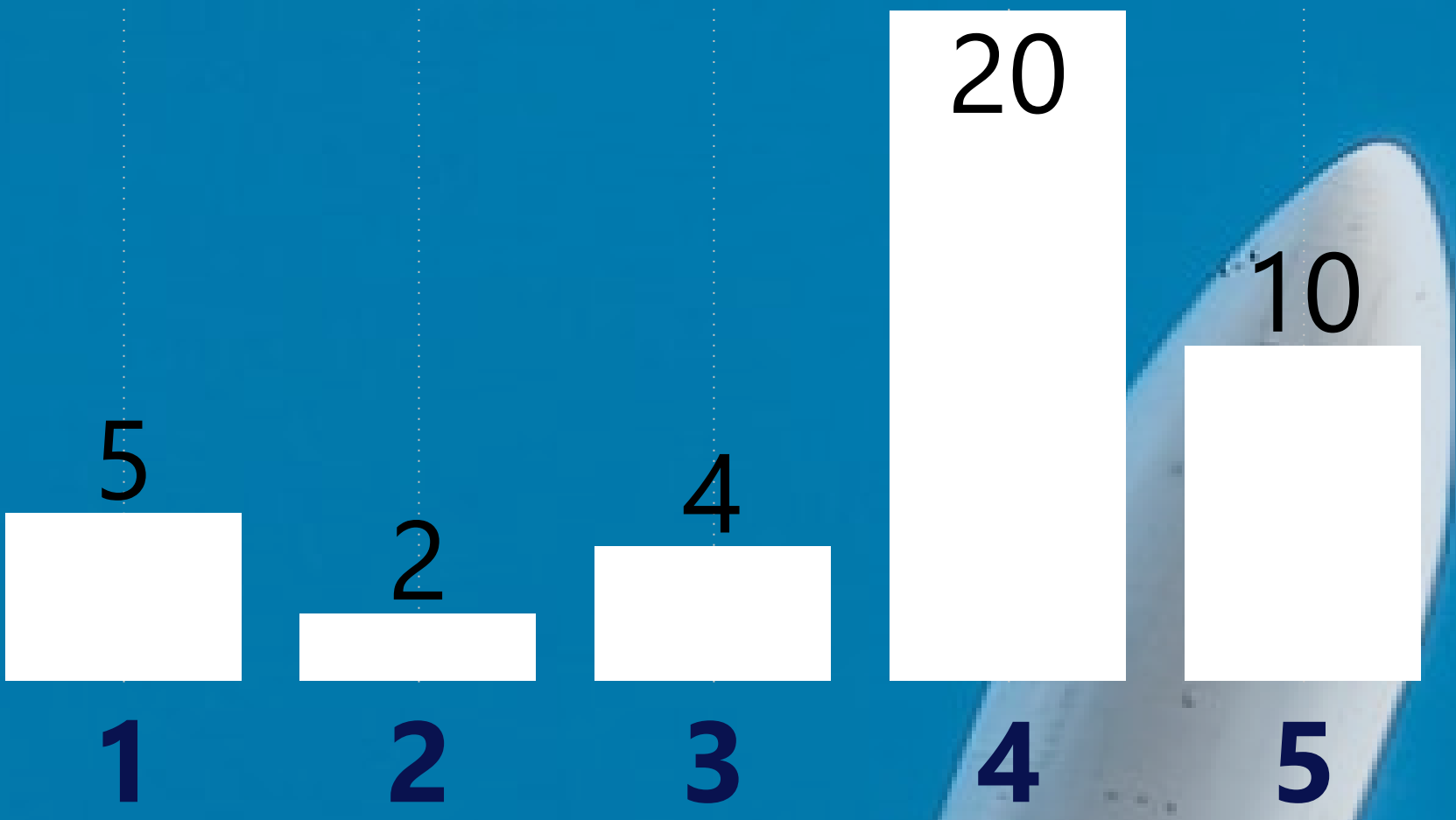
Check-in Service



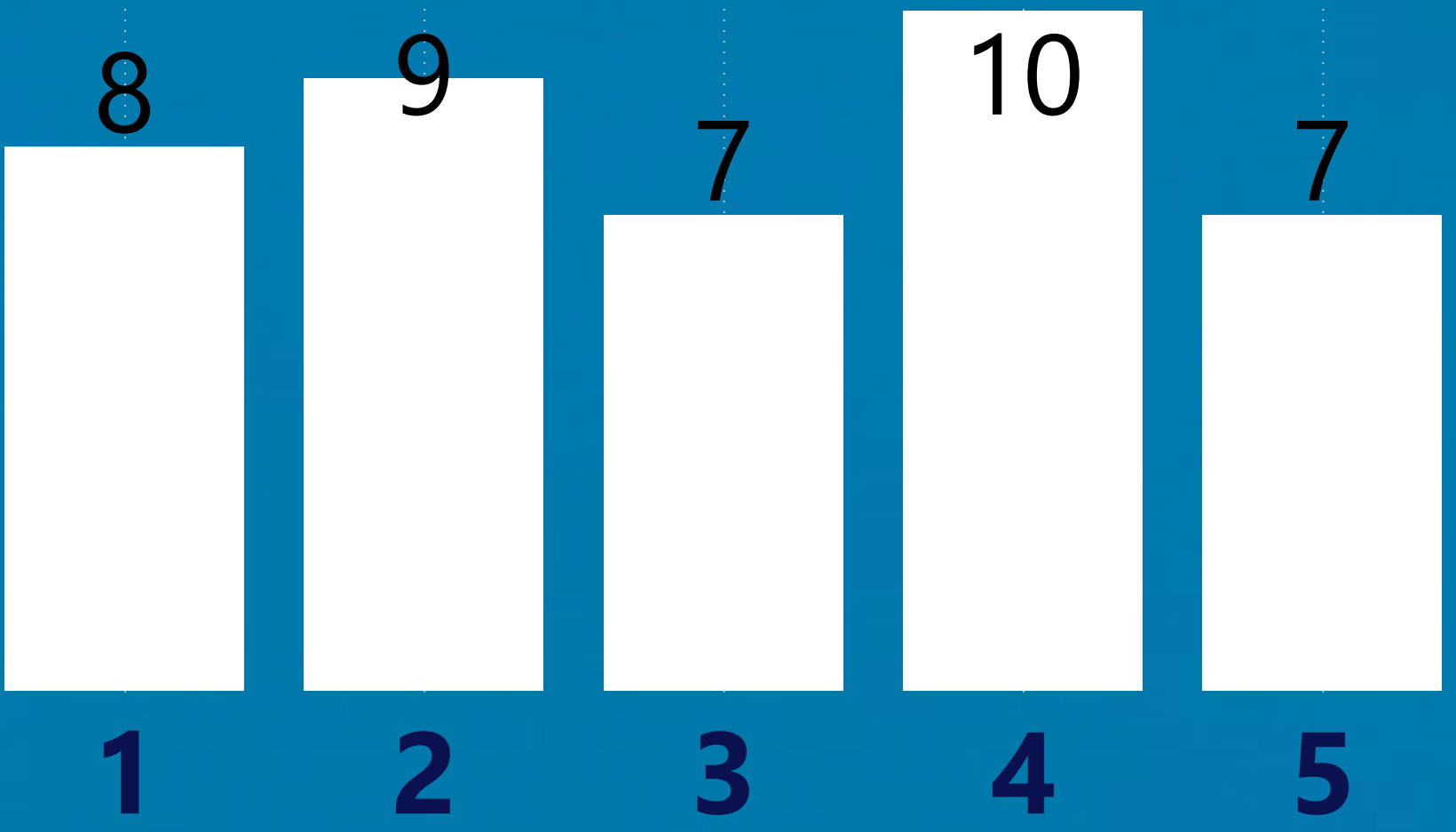
Check-in Service



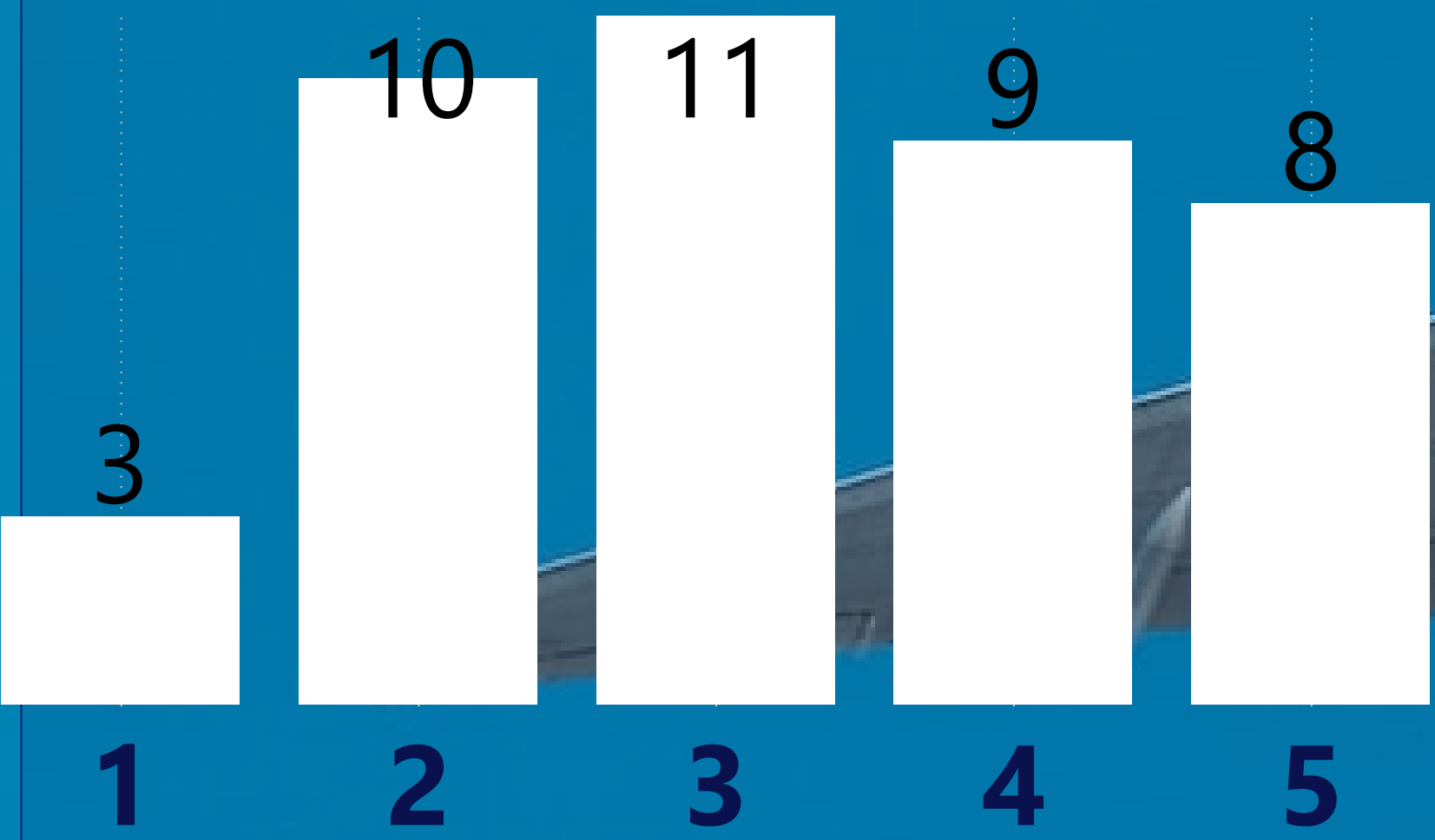
Online Boarding



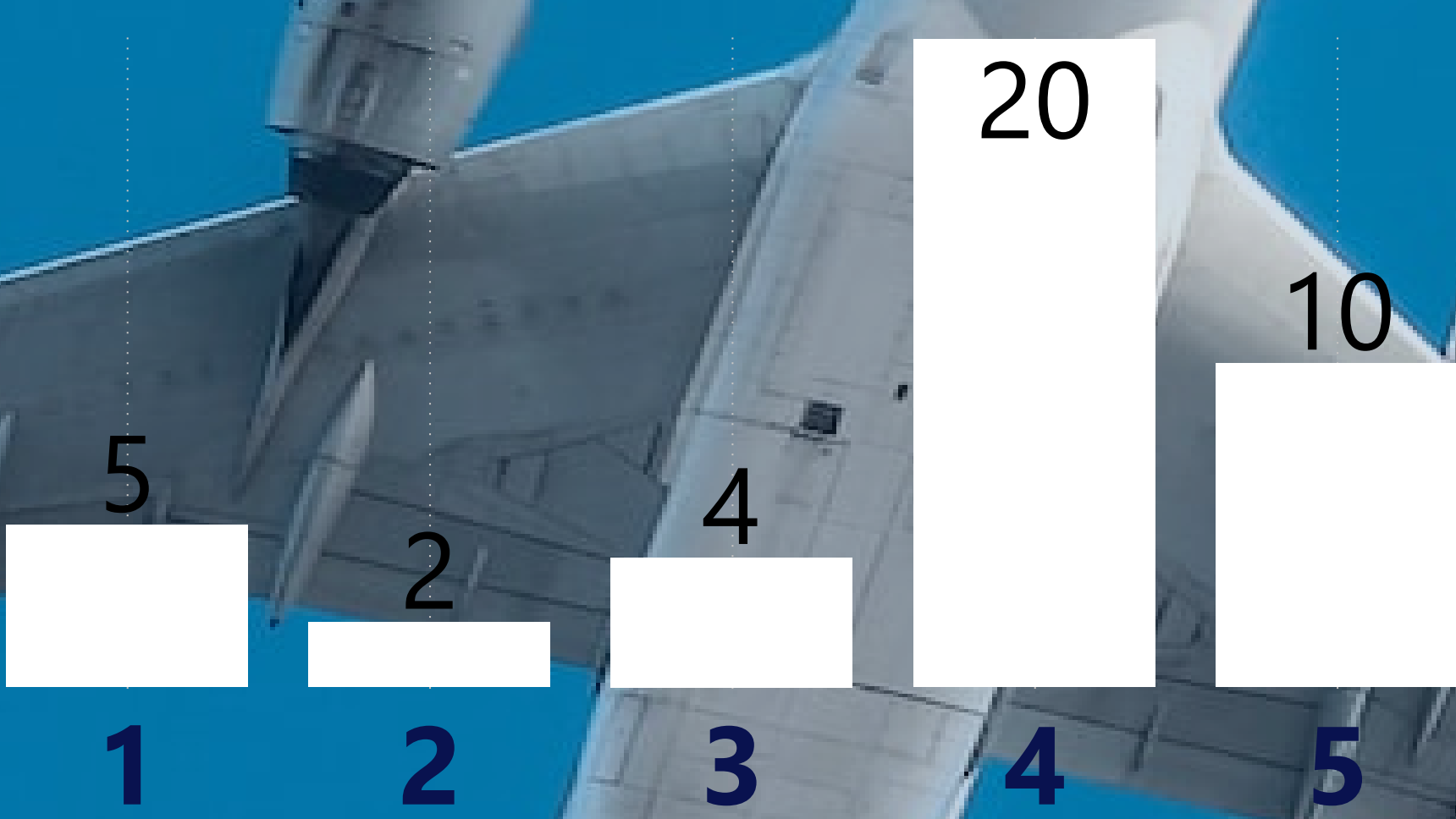
Gate Location



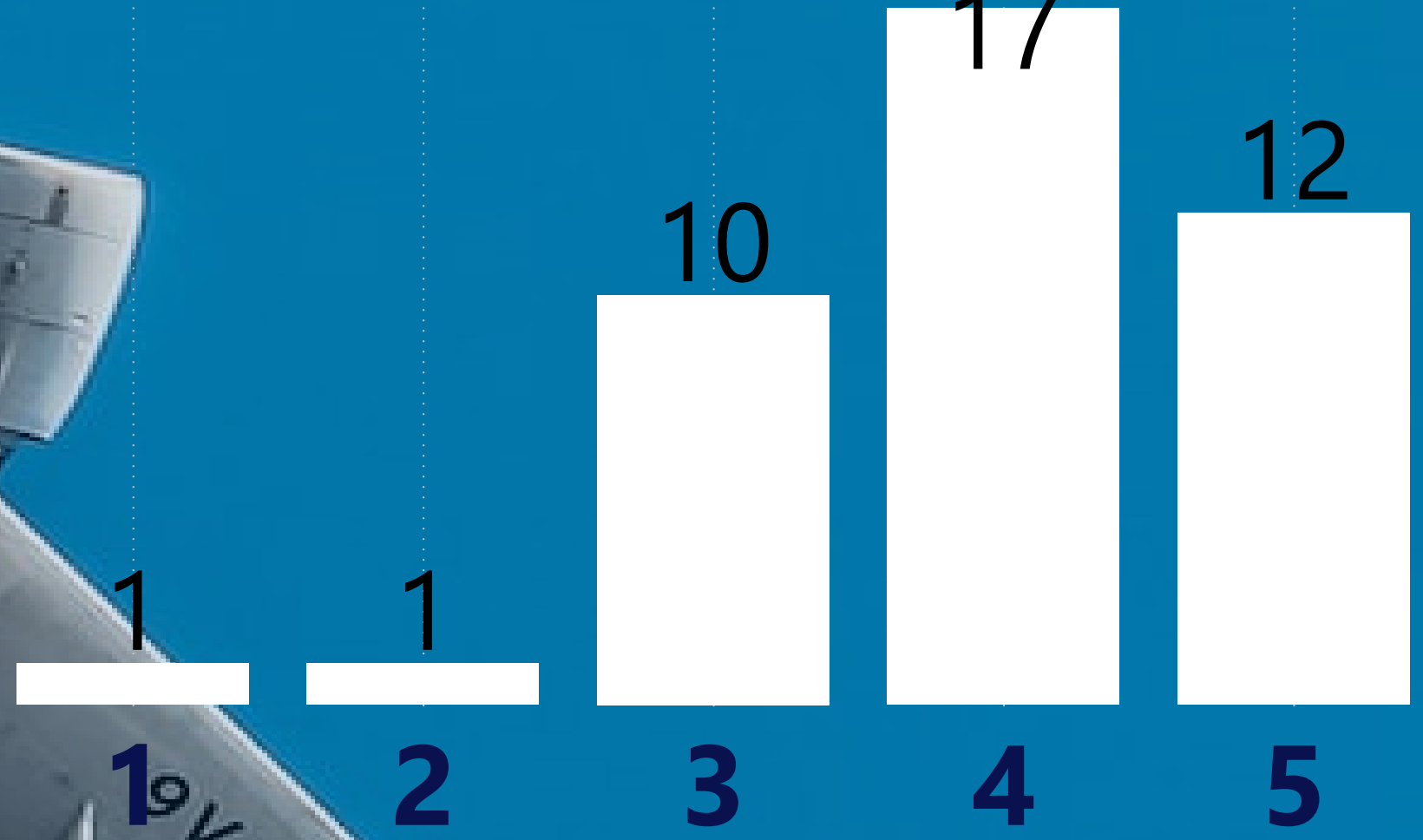
On-board Service



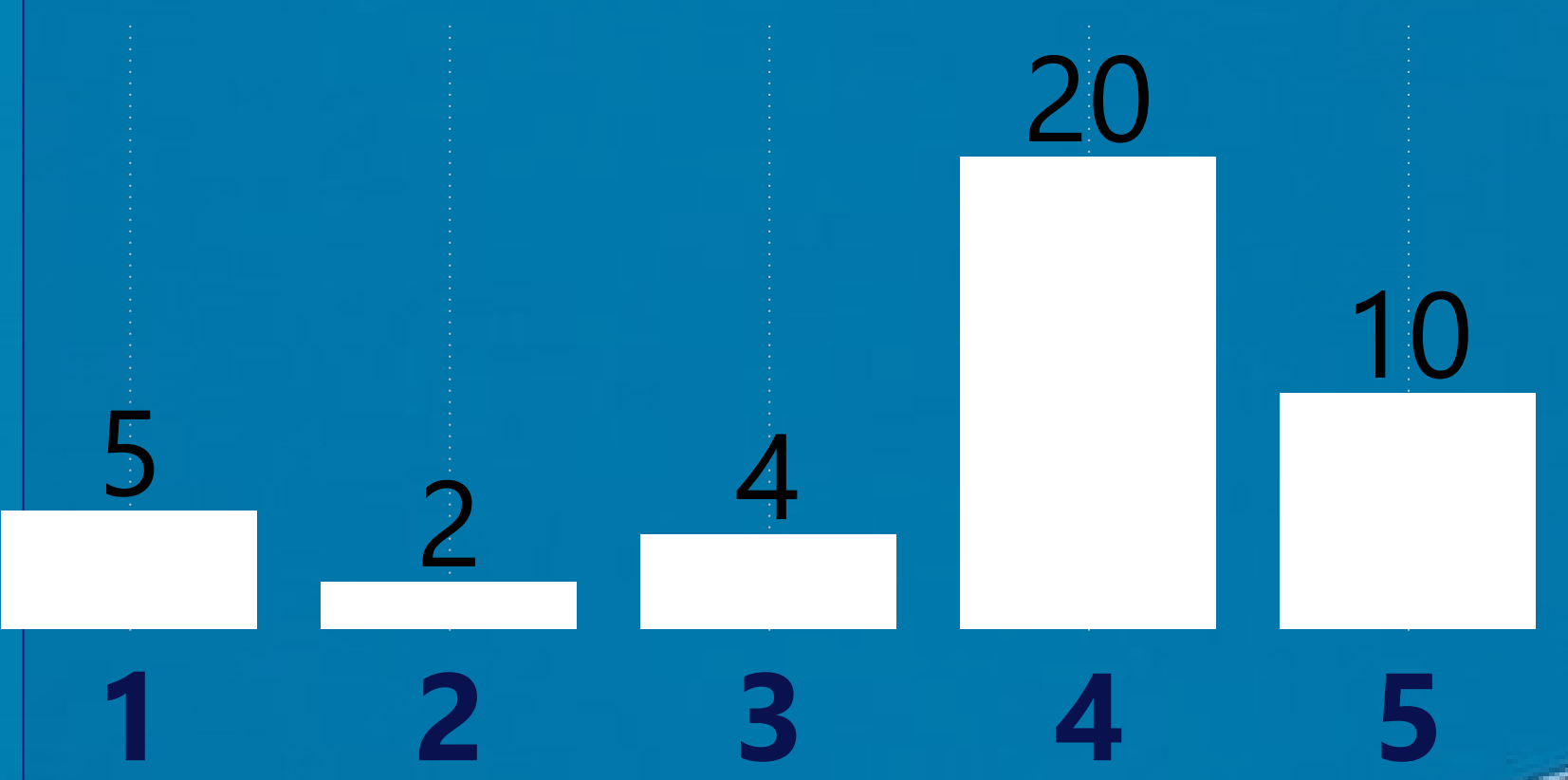
Seat Comfort



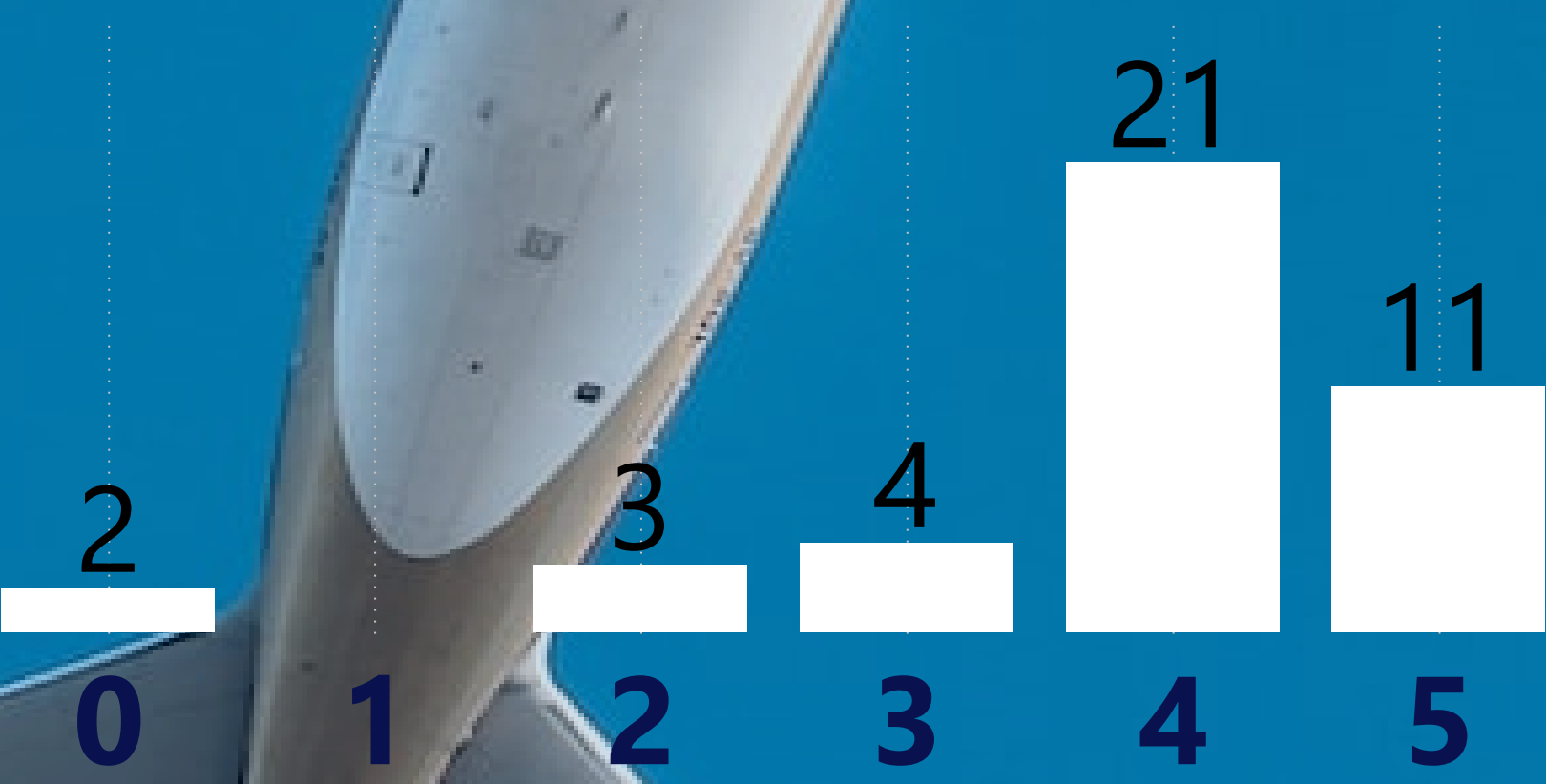
Leg Room Service



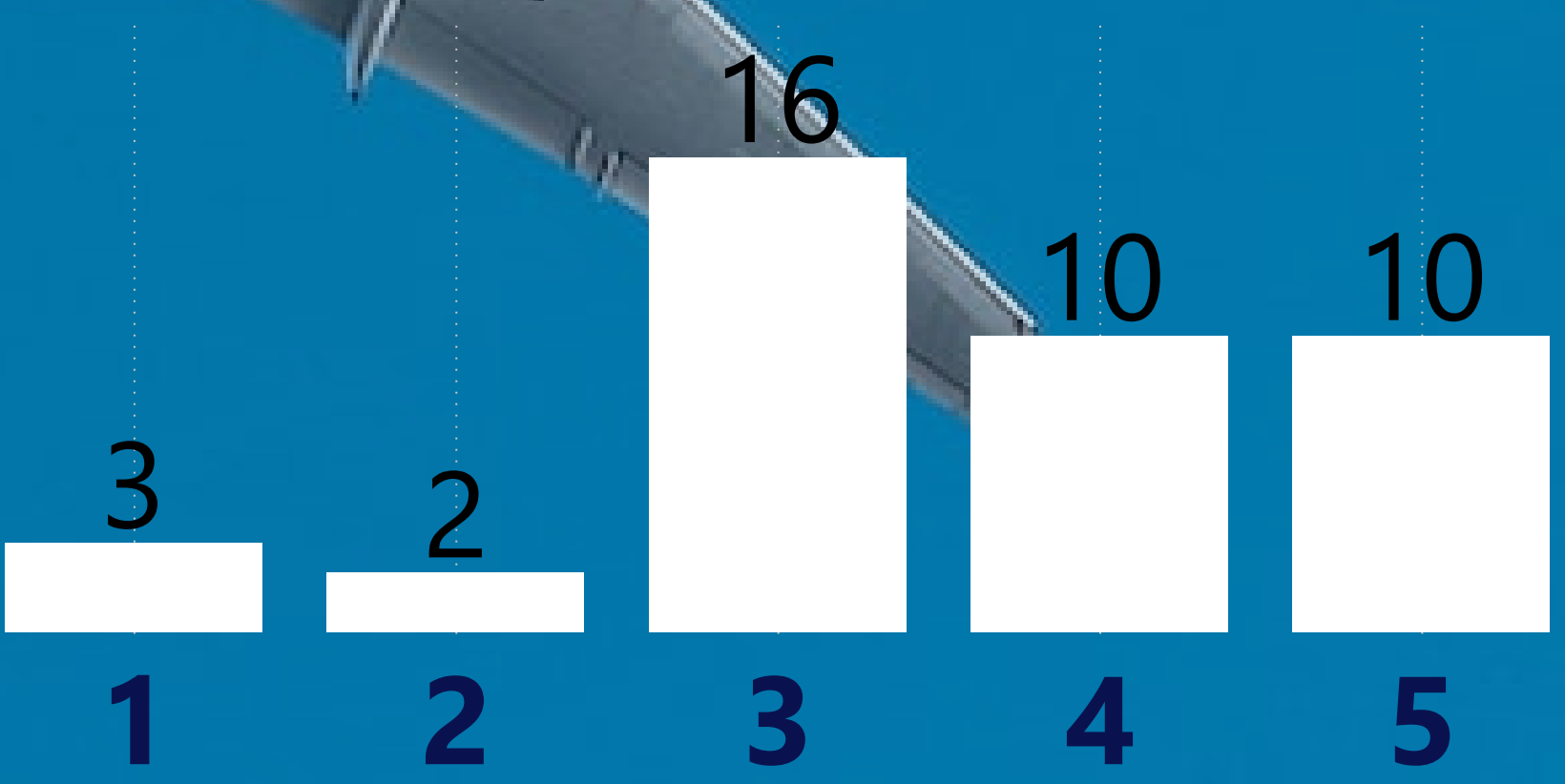
Cleanliness



Food and drink



In-flight service



- a. Very short haul
- b. Short haul
- c. Medium haul
- d. Long haul

- Neutral or Dissatisfied
- Satisfied

- First-time
- Returning