

Define CS, fit into CC	<div>1. CUSTOMER SEGMENT(S) Who is your customer? we can get the customer by providing our model implementation that can be done to get a desired result, we can also use various methods by the data exploration and with continuous improvement.</div>	<div>6. CUSTOMER CONSTRAINTS Constraints here could include physical movements, time, flight operations, military operations, easing the noise, weather, reduced flows, length, size of aircraft and so on. There are also environmental requirements to consider.</div>	<div>5. AVAILABLE SOLUTIONS Maintaining the structural failures where a broken connecting rod, crank valve or camshaft is present account for 17% of engine failures occurs. Preventing the fuel problems.</div>	Explore AS, differentiate
Focus on J&P, tap into BE, understand RC	<div>2. JOBS-TO-BE-DONE / PROBLEMS J&P The engine failure occur due to the fuel problems like the contamination and exhaustion. We can prevent it by proper maintenance.</div>	<div>9. PROBLEM ROOT CAUSE The root cause of the problem is unforeseen and unpredictable engine failure that has increased the hazards of air travels</div>	<div>7. BEHAVIOUR We can encourage the customers to give the feedback and we should focus on the service quality and should increase the safety and security.</div>	Focus on J&P, tap into BE, understand RC

<p>3. TRIGGERS TR</p> <p>Mechanical failure by under-torqueing cylinder, Structural failures due to pilots ignorance and the fuel problems such as exhaustion and mismanagement.</p>	<p>10. YOUR SOLUTION SL</p> <p>By identifying the needs you can provide faster and effective support. We should improve our product and services and satisfy the customer needs.</p>	<p>8. CHANNELS of BEHAVIOUR CH</p> <p>8.1 ONLINE</p> <p>We can suggest the positive employee attitudes, behaviors, and prompt services recovery actions that generates more positive emotions.</p> <p>8.2 OFFLINE</p> <p>We can make a effort to convert dissatisfied customers into loyal ones and we must make the customer feel goog about the experience they faced.</p>
<p>4. EMOTIONS: BEFORE / AFTER EM</p> <p>This happens when the customers are not satisfied with the services. At their dissatisfaction where they lose all their hopes in our services and start approaching others for a better solution.</p>		