

**Ideation Phase**  
**Define the Problem Statements**

Date	18 September 2022
Team ID	PNT2022TMID30209
Project Name	DEVELOPING A FLIGHT DELAY PREDICTION MODEL USING MACHINE LEARNING
Maximum Marks	2 Marks

**Customer Problem Statement:**

<b>Problem Statement (PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	Businessman	To reach the destination on time	Not able to reach	The flight is delayed	Stressed
PS-2	Tourist	To check the status	No clear information	Delay is not predicted correctly	Frustrated
PS-3	Traveller	To check list of flights with their status	No clear information	Status is unavailable	Tensed
PS-4	Passenger	Find alternate resources	Not all information is available	Limited to just one airport/airline	Dissatisfied