Project Title: Developing a Flight Delay Prediction **Project Design Phase-I** - **Solution Fit Template Team ID:** PNT2022TMID36161

Model using Machine Learning

Define CS, fit into CC

1. CUSTOMER SEGMENT(S) CS

All the passengers who are taking the flight and the flight are delayed due to some reasons

6. CUSTOMER CONSTRAINTS CC

-No refunds will be given to the passengers

-Cannot pay or book an alternative flight
-Not satisfied with the benefits

5. AVAILABLE SOLUTIONS AS

- The delay of flights are informed earlier
- Airline benefits are given
- Book for an alternate flight
- Enjoys the benefits from the airline
- Go to different places they are at

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS J&P

The problem that is addressed to the customer is the delay of flights

9. PROBLEM ROOT CAUSE RC

- Mechanical issue
- Unpredictable weather condition
- Consecutive delay of previous flights.
- Air traffic due to weather

7. BEHAVIOUR BE

- Get information from the airlines in prior
- Try to book another flight if emergency
- Reach the airport early
- Book a nearby hotel if the delay of flight is prolonged

Focus on J&P, tap into BE, understand RC

3. TRIGGERS TR

Many may respond to the problem differently but the common response will be tension, anger or maybe even relaxed.

10. YOUR SOLUTION SL

The solution to the delay of flight is by developing a flight delay prediction model by using machine learning to predict and declare the delay of flights.

8. CHANNELS of BEHAVIOUR CH

8.1 **ONLINE**

- Checks the airline application to know about the delay
- Checks the nearby hotel with accommodations

Identify strong TR & EM

4. EMOTIONS: BEFORE / AFTER EM

BEFORE:

Perturbed, discouraged, bored not knowing what to do, stressed out and full of rage

AFTER:

Relaxed, and content

Gets benefit from the airlines

8.2 **OFFLINE**

- Checks with the attendees about alternative flight and about how long the delay of the flight will be for. –

Reaches the airport soon

Identify strong TR & EM