Ideation Phase

Define the Problem Statements

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| Date | 19 September 2022 |
| Team ID | PNT2022TMID10060 |
| Project Name | Flight Delay Prediction Using Machine Learning |
| Maximum Marks | 2 Marks |

**Customer Problem Statement:**

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| --- | --- | --- | --- | --- | --- |
| **Problem Statement**  **(PS)** | **I am (Customer)** | **I’m trying**  **to** | **But** | **Because** | **Which makes me feel** |
| PS-1 | Passenger | Reach my destination with nice and happy travel experience | Sometimes rushes and tensions happen | Flight delay, diversion and cancelation | Frustrated and upset. |
| PS-2 | Airlines and Airport companies | Gives best and pleasant experience for passengers | Sometimes became a one of worst experience for  passengers | Flight delay, diversion and cancelation causes economic losses and damage the brand value in  market and society | Discourage, less effective and vague |