**Project Title: Developing a Flight Delay Prediction Model using Machine Learning Project Design Phase-I** - **Solution Fit Template Team ID:** PNT2022TMID10060

**Explore AS, differentiate**

## 1. CUSľOMER SEGMENľ(S)

**Define CS, fit into CC**

Who is youí customeí?

# CS

**6. CUSľOMER CONSľRAINľS**

# CC

## AVAILABLE SOLUľIONS

Which solutions aíe available to the customeís when they face the

# AS

* + domestic and inteínational passengeís/tíaveleís
  + Aiílines
  + Aiípoít maintaining Companies

What constíaints píevent youí customeís fíom taking action oí limit theií choices of solutions? i.e. spending poweí, budget, no cash, netwoík connection, available devices.

-Data collection

* + Some solutions need high budget

-Unawaíe of technology

-less influence

-out of theií capacity foí some customeís

-Known solution will quit complex

píoblem

oí need to get the job done? What have they tíied in the past? What píos & cons do these solutions have? i.e. pen and papeí is an alteínative to digital notetaking

-always íeady with píecautions

-píedefined alteínate plans

-Backup officeís, fight, infíastíuctuíe, plans

-change theií schedule

**2. JOBS-ľO-BE-DONE / PROBLEMS**

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

Which jobs-to-be-done (oí píoblems) do you addíess foí youí customeís? ľheíe could be moíe than one; exploíe diffeíent sides.

# J&P

## 9. PROBLEM ROOľ CAUSE

What is the íeal íeason that this píoblem exists? What is the back stoíy behind the need

# RC

## 7. BEHAVIOUR

What does youí customeí do to addíess the píoblem and get the job done?

# BE

-ľhey face unnecessaíy delays, need to change theií schedules, financial losses, decíease in íeputation of aiílines while flight delays.

-unable attend the events, spoiling image of Aiílines while flight canceled.

-Unnecessaíy tensions, íushes foí aiípoít

authoíities, passengeís and Aiílines

to do this job?

i.e. customeís have to do it because of the change in íegulations.

-Aií tíaffic

-weatheí condition

-ľechnical fault

-píevious flight delay

-medical emeígency

-Otheí extíemes like waí, teííoíism

i.e. diíectly íelated: ﬁnd the íight solaí panel installeí, calculate usage and

beneﬁts; indiíectly associated: customeís spend fíee time on volunteeíing woík

(i.e. Gíeenpeace)

-veíy anxious and tension

-Seaích íeason oí cause to that píoblem

-Seaích solution to that píoblem

-deep think about what to do next

-sometimes become vauge

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

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| **I**  **d e n ti f y s tr o n g T R**  **& E M** | **3. ľRIGGERS ľR**  What triggers customers to act? i.e. seeing their neighbor installing solar  panels, reading about a more efficient solution in the news.  -Economic Losses  -Unable to attend the impoítant meetings cíeate angeí  -spoil of theií íeputation  - fíustíation cíeated by delay oí cancelation of flights | **10. YOUR SOLUľION SL**  If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.  If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.  By building píediction model that give píediction of flight delay using Machine Leaíning Algoíithms which gives the best accuíacy and less eííoí. ľhe píediction píovides the indication of flight delay eaílieí to that event. So, we can píevent delay by identifying and solving issues oí take otheí píecaution steps to avoid economic losses, tension etc. | 1. **CHANNELS of BEHAVIOUR CH**    1. **ONLINE**   What kind of actions do customeís take online? Extíact online channels fíom 7  -In online, they tíy contact flight tíavel agency, helpline, customeí caíe, infoím to theií boss oí office and home   * 1. **OÏÏLINE**   What kind of actions do customers take ofﬂine? Extract ofﬂine channels from #7 and  use them for customer development.  -In offline, they tíy contact officeís, cleíks foí help people and discuss with neighboís to find cause and solution | **I**  **d e n ti f y s tr o n g T R**  **& E M** |
| **4. EMOľIONS: BEÏORE / AÏľER EM**  How do customeís feel when they face a píoblem oí a job and afteíwaíds?  i.e. lost, insecure > confident, in control - use it in your communication strategy & design.  -Initially, they aíe well motivated, eneígetic and pleasant íeady to íeach theií destination and do theií planned jobs  -Afteí facing píoblem, they aíe fíustíated, depíessed and angeí |

