Problem Statement

The airline industry is highly competitive, and customer satisfaction is essential for success. This project will use exploratory data analysis (EDA) to investigate customer satisfaction scores from 120,000+ airline passengers. This project aims to identify factors that contribute to customer satisfaction and dissatisfaction and to make recommendations for improving customer satisfaction.

Data

The data for this project includes customer satisfaction scores and additional information about each passenger, their flight, and type of travel. The data consists of the following variables:

- Customer satisfaction score
- Passenger age
- Passenger gender
- Passenger travel class
- Flight distance
- Flight arrival and departure delays
- Evaluation of different factors like cleanliness, comfort, service, and overall experience