User Requirement Document

Objective

To discover how Delta Airline compares to other airlines in the United States of America

Problem Areas

As the director of Operations at Delta Airline we would like to discover how Delta performs side by side other companies’ operations wise

Problems identified

Collecting data of the other airlines performance

Target Market

Primary – Chief Operating Officer

Secondary – Head of Marketing, Board of Directors

Use Case

Identify the best performing airline

As the COO I would like to know what airlines are performing best in terms of efficiency, schedule adherence to evaluate the range of services we provide and to identify areas of improvement or differentiation, to better meet customers’ needs

Acceptance Criteria

The dashboard should

- Have a list of all the airlines in the United States

- should display Average Arrival and Departure Delay

-Be user friendly and easy to sort

- Most recent data possible

User story

Identify the airline with the most capacity

As the COO its important to know what airlines are the biggest in terms of aircrafts and capacity to identify potential markets for expansion, also to assess their market share relative to competitors and understand their position within the industry

Acceptance Criteria

The solution should

-clearly display Delta airline position in the industry

- clear summary of the result of the data

- consider schedule adherence (Average arrival and departure delay)

Success Criteria

The COO Can

* See the number of flights from each competitor highlighting Delta airlines’
* Easily highlight the performance score of each competitor and Delta airlines
* Read a summary of the dashboard
* Can make an informed decision on operation activities based on the dashboard.

Information Needed

The COO needs a comparative analysis of Delta airline competitor in the US

The metrics should be

-number of flights per airline

-Overall performance score of each airline

Data Needed

The dataset needed to produce the information should incle the following fields

-airline names

- average departure delay

-average arrival delay

-flights