

Loyal Customer Satisfaction Rate (%) by Class

0.27

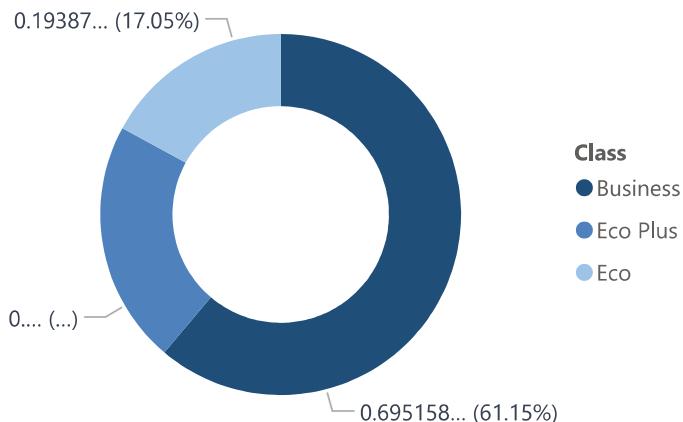
Overall Satisfaction Rate (%) by Class

0.25

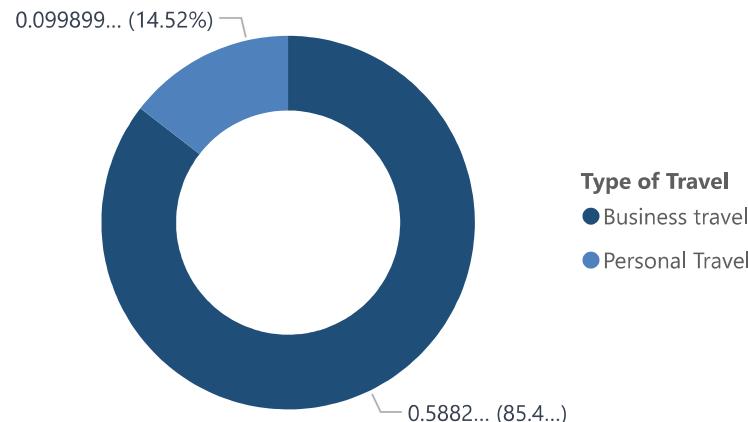
Business Traveler Satisfaction Rate (%) by Class

0.39

Satisfaction Rate by Class (%) by Class



Satisfaction Rate by Customer Type (%) by Type of Travel



26K
Number of Passengers

satisfaction

- neutral or dissatisfied
- satisfied

Type of Travel

- Business travel
- Personal Travel

Customer Type

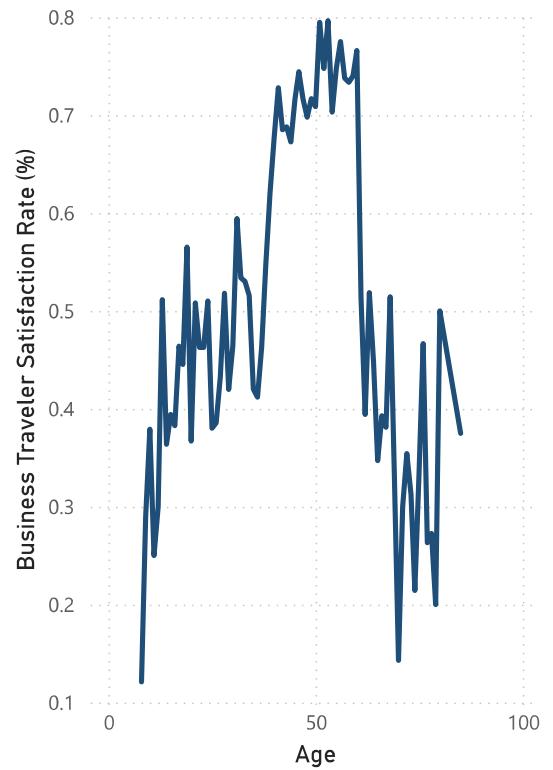
- disloyal Customer
- Loyal Customer

Class

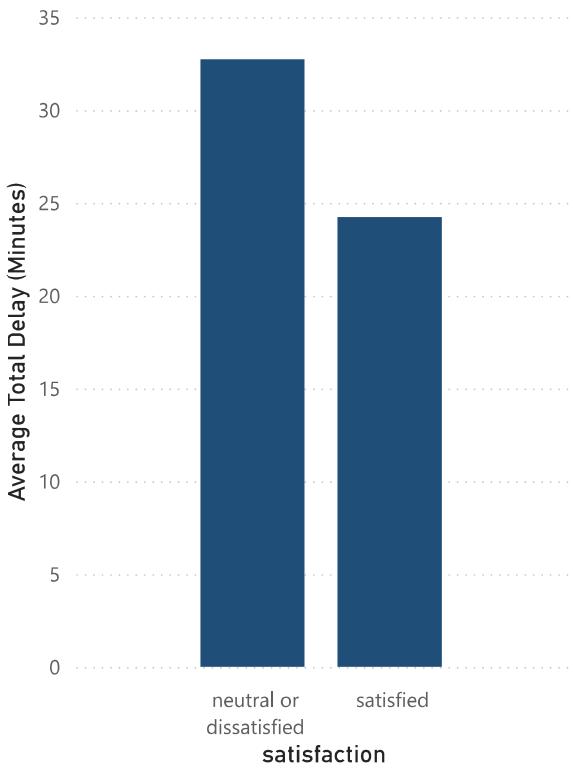
- Business
- Eco
- Eco Plus

Class	Count of satisfaction	Sum of Cleanliness	Sum of Seat comfort	Sum of Food and drink	Sum of On-board service	Sum of Inflight entertainment	Sum of Inflight service	Sum of Ease of Online bo
Business	12495	43726	47169	41945	46165	45668	48143	3
Eco	11564	35751	36471	35706	36046	35730	40207	2
Eco Plus	1917	5886	5957	5871	5735	5823	6443	
Total	25976	85363	89597	83522	87946	87221	94793	7

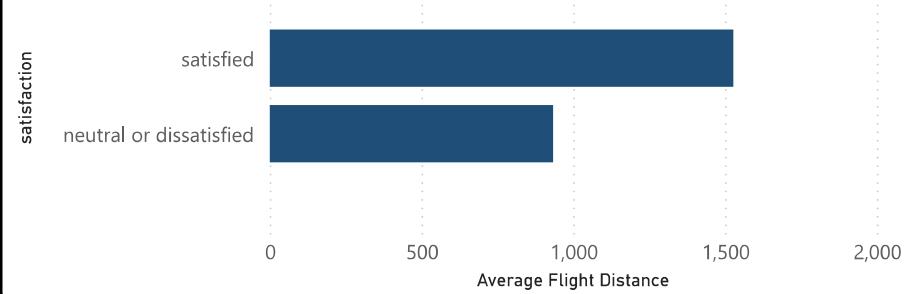
Business Traveler Satisfaction Rate (%) by Age



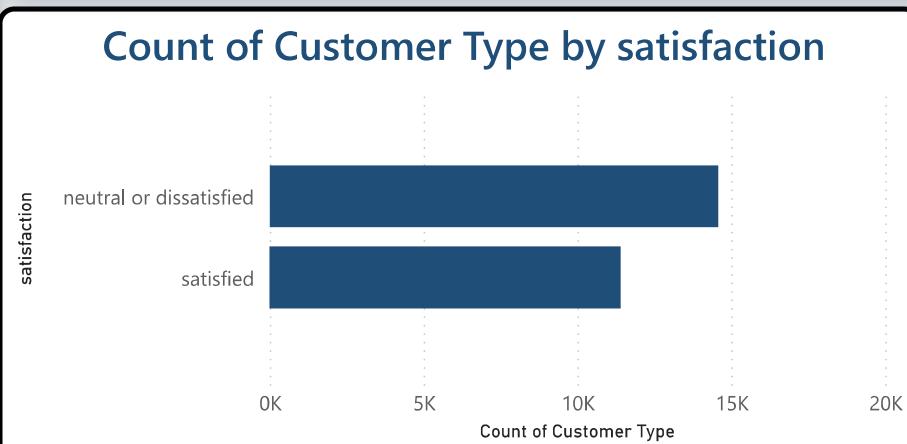
Average Total Delay (Minutes) by satisfaction



Average Flight Distance by satisfaction



Count of Customer Type by satisfaction

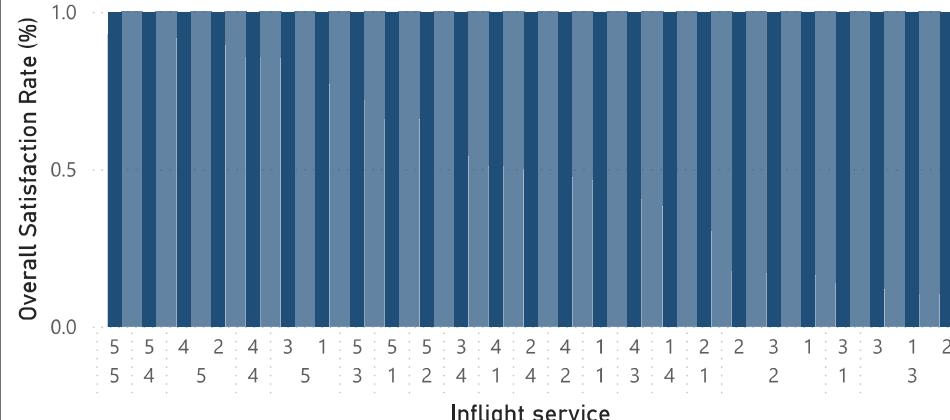




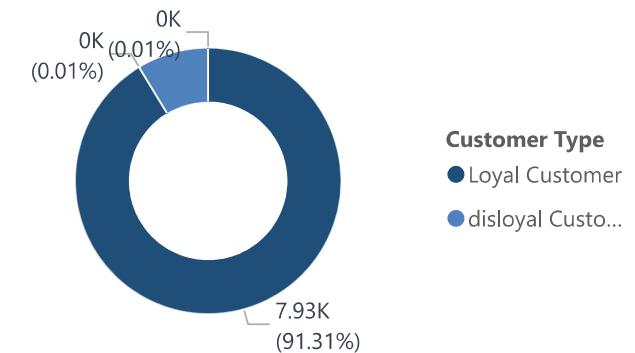
8686

Number of
Passengers

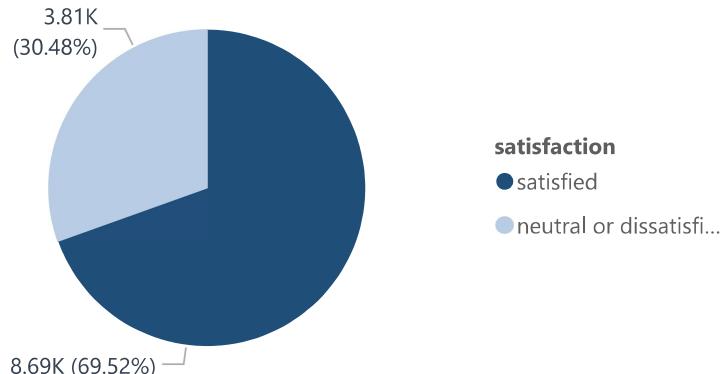
Overall Satisfaction Rate (%) by Seat comfort and Inflight service



Count of Gender and Overall Satisfaction Rate (%) by Customer Type



Count of Customer Type by satisfaction



Average Total Delay (Minutes) and Overall Satisfaction Rate (%) by Flight Distance

