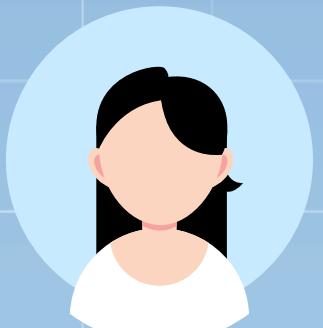


FlyRate

A comprehensive review Analysis for airlines

Bayan Team



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Sarah Almehmadi



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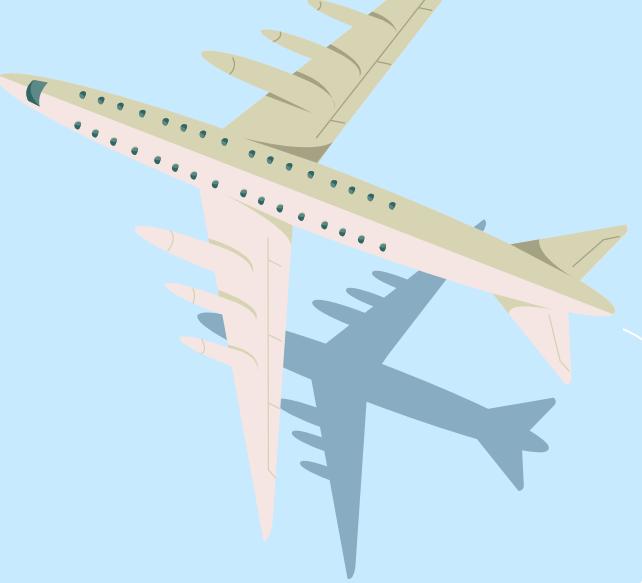
Challenges

05

Original Data

06

**Data modelling +
Dashboard**



THE IDEA OF THE PROJECT



**understanding customer's
Feedback better**

OBJECTIVES

Improving quality of airline services

Increase Customer Satisfaction

Enhance Communication with Travelers



Project Timeline

Acquired
dataset
from Kaggle

Cleaning and
processing data
using python

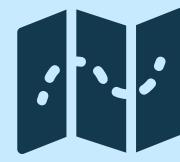
Data Modelling

Creating
Dashboard
using PowerBI

Final
Destination



CHALLENGES



Modelling the data
using Connecting the
sheets logically



Data Manipulation &
modification

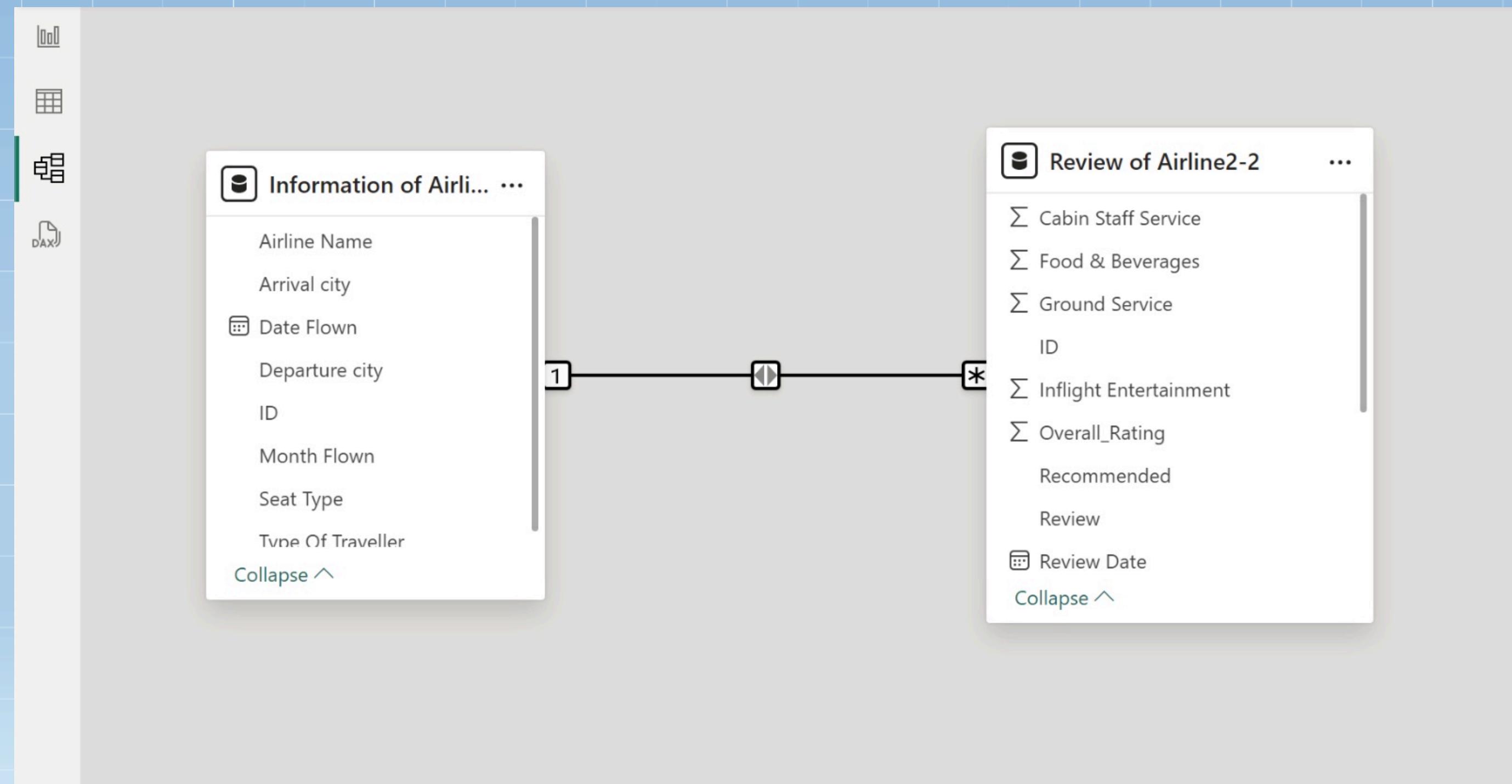


Creating a dashboard
with aesthetic visuals
and colors

ORIGINAL DATA

Unnamed: 0	Airline Name	Overall_Rating	Review_Title	Review Date	Verified	Review	Aircraft	Type Of Traveller	Seat Type	Route	Date Flown	Seat Comfort	Cabin Staff Service	Food & Beverages
0	0 AB Aviation	9	"pretty decent airline"	11th November 2019	True	Moroni to Moheli. Turned out to be a pretty ...	NaN	Solo Leisure	Economy Class	Moroni to Moheli	November 2019	4.0	5.0	4.0
1	1 AB Aviation	1	"Not a good airline"	25th June 2019	True	Moroni to Anjouan. It is a very small airline...	E120	Solo Leisure	Economy Class	Moroni to Anjouan	June 2019	2.0	2.0	1.0
2	2 AB Aviation	1	"flight was fortunately short"	25th June 2019	True	Anjouan to Dzaoudzi. A very small airline an...	Embraer E120	Solo Leisure	Economy Class	Anjouan to Dzaoudzi	June 2019	2.0	1.0	1.0
3	3 Adria Airways	1	"I will never fly again with Adria"	28th September 2019	False	Please do a favor yourself and do not fly wi...	NaN	Solo Leisure	Economy Class	Frankfurt to Pristina	September 2019	1.0	1.0	NaN
4	4 Adria Airways	1	"it ruined our last days of holidays"	24th September 2019	True	Do not book a flight with this airline! My fr...	NaN	Couple Leisure	Economy Class	Sofia to Amsterdam via Ljubljana	September 2019	1.0	1.0	1.0

DATA MODELLING

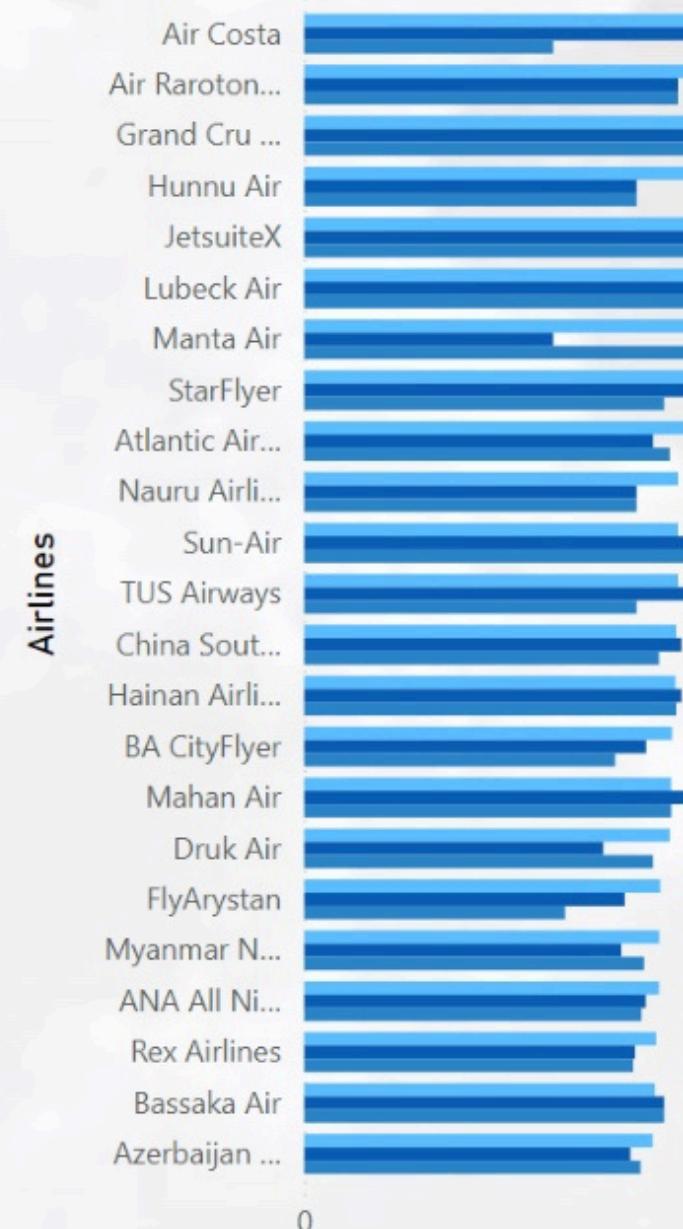


DASHBOARD

Customer Satisfaction in Airline Services

Average rate of services

• Average of Se... • Average of Val... • Average of ...



467

Airlines

2361

Destination

19.31K

Number of Review

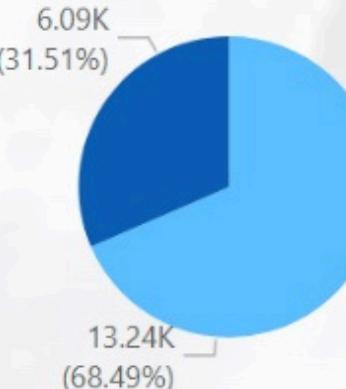
19.33K

Number of ID

Average of Overall Rating

0.00 2.89 10.00

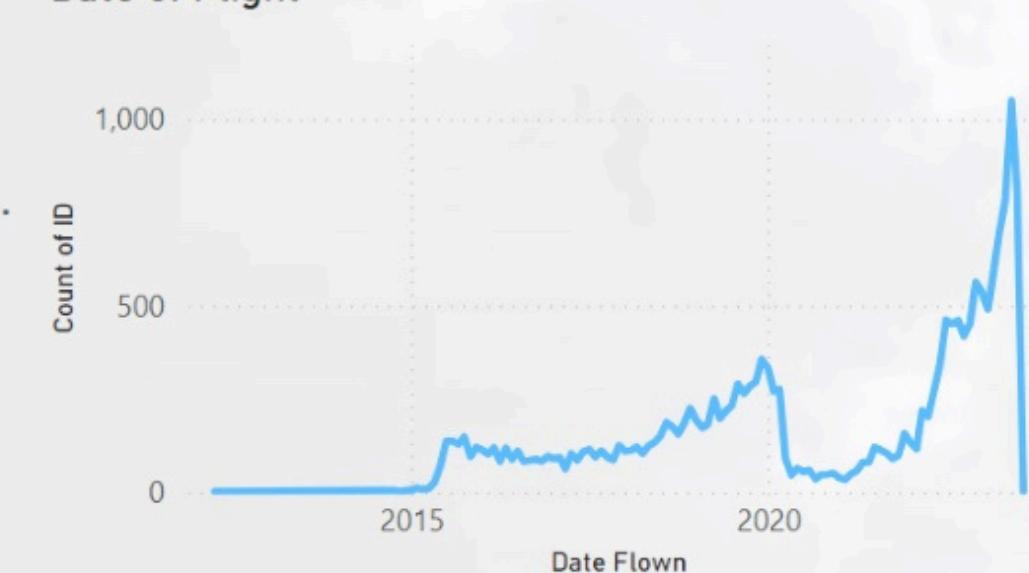
Customer Recommendation Distribution



Reviewers Destination



Date of Flight



Airline Name

ZIPAIR
Zambia Airways
Yeti Airlines
Yangon Airways
Yakutia Airlines
XL Airways France
Xiamen Airlines
WOW air
World2Fly
Wizz Air
Wings Air
Wingo
Winair
Wideroe
Wamos Air
Vueling Airlines
Voyage Air
Volotea
Volaris
VLM Airlines
VivaColombia
VivaAerobús
Viva Air
Vistara
Virgin Australia
Virgin America
Vietnam Airlines
ViaAir

THANKS!

