



Maven Airline Project : Passenger Satisfaction Survey

Number of Passenger

25.9K

Neutral and Dissatisfied

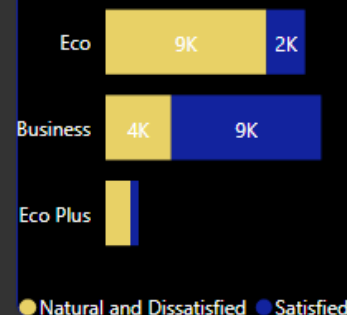
14.5K

Satisfied

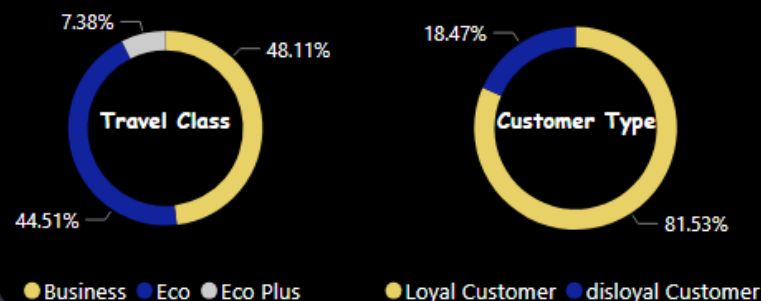
11.4K

Passenger Travel info

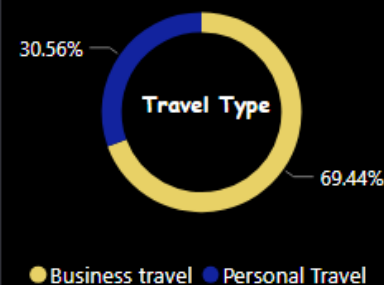
Business class passengers contributed the most satisfaction record



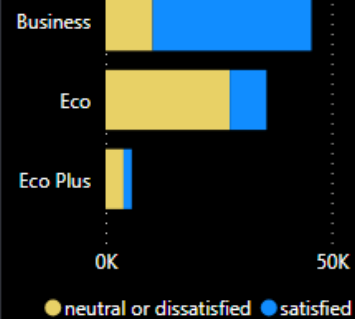
Most of the unsatisfied customers are existing customers who travelled in Economy class



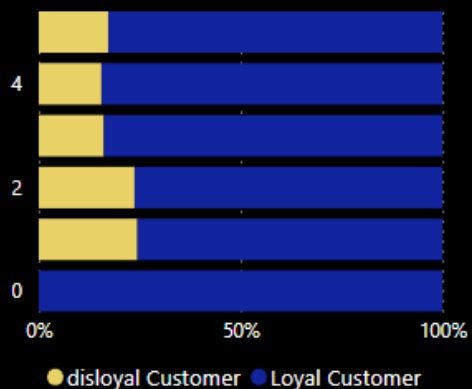
Travel type do not play a significant factor to satisfaction level



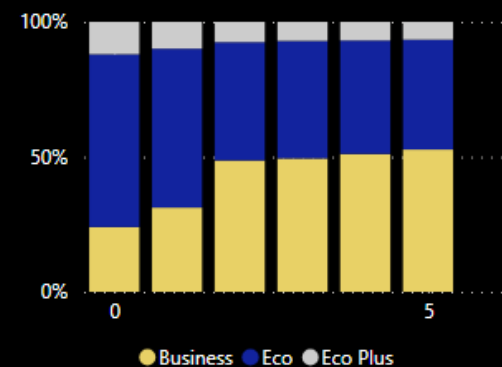
In business class passenger are mostly satisfied with the in flight entertainment



Cleanliness by Customer Type



Food and Drink by classes



Findings

Pay attention on economy class passenger needs

Team should focus on area of improvement outlined under classes of cleanliness , food and drink and Travel type.