

Dashboard Overview

The "British Airways Review" dashboard provides an insightful and comprehensive view of airline-related reviews from customer, focusing on key performance indicators and visualizations that help users analyse trends, metrics, and performance across various aspects of the British Airways.

Dashboard Objectives

The main objectives of this dashboard are:

- To offer an interactive platform where users can analyse British airline performance.
- To help decision-makers understand patterns in airline data for better operational decisions.
- To provide insight into flight services, comfort of passengers, or other KPI presented.

Data Source

BA_reviews:

- Header
- Author (Name of reviewer)
- Date (Date on which review is given)
- Place (Country)
- Content (Comment)
- Aircraft
- Traveller_type (Business, Couple, Family, Solo)
- Seat_type (Economy, Business, Business Premium, First class)
- Route
- Date_Flown
- Recommended
- Trip_verified
- Rating (Overall Rating 1-10)
- Seat_comfort (Scale 1-5)
- Cabin_staff_service (Scale 1-5)
- Food_beverages (Scale 1-5)
- Ground_service (Scale 1-5)
- Value_for_money (Scale 1-5)
- Entertainment (Scale 1-5)

Countries:

- Country
- Code
- Region
- Continent

Key Metrics and KPIs

The dashboard includes the following Key Performance Indicators (KPIs) and metrics:

- Average Rating

- Average Rating for Cabin Staff Service
- Average Rating for entertainment
- Average rating for food & Beverages
- Average rating for ground services
- Average Rating for seat comfort
- Average rating for value for money

Visualizations and Interactions

The dashboard features several visualizations to allow for a deep dive into the data:

1. Average Rating According to a metric
2. Average rating of a metric by Country
3. Average metric rating by Aircraft

Here metrics are overall rating, cabin staff service, entertainment, food and beverage, ground service, seat comfort and value for money

Filters:

All filters are applied to all graphs

1. Pick a metric
2. Month
3. Traveller Type
4. Seat Type
5. Aircraft
6. Continent

Blueprint

