**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**

**British Airways Review**

**Average metric rating by Aircraft**

Average rating of a metric by Country

Average Rating According to a metric

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KPI’s