

**Flights Analysis vs Ship**

Area of Focus	CURRENT STATE - AS IS	AS IS - Flights in %	AS IS -Ship in %	TO BE	Challenges IF ANY	Planned action to bridge the Gap
Cost effectiveness	Below expectations	↓ 45	→ 72	Good value for the expense	* Unpredictable service cost * limited company resources	better forecast and price distribution
Friendliness of staff	Above average based on general feedback	→ 75	→ 80	Required to be excellent	Lacking adequate supervision	Training and retraining of staff
Staff Punctuality	From review, its as expected	↓ 55	↑ 95	Needs to be excellent	N/A	rooms for improvement and Clocking in trackers
Technical safety	Currently the information is not readily available	→ 80	↑ 90	Excellent at all times	Lack of access to up to date data	allocate resources to capture data
Travel comfort	slightly above average	↓ 55	↑ 98	as relaxing and stressfree as possible	Out of budgetary allocation	Improve staff awareness and more man power
Reliability	sufficiently reliable	↑ 89	↑ 95	maintain or better the current status	N/A	N/A
Journey times	rarely as schedule	↓ 60	↑ 90	be on time	Extenuating circumstances	Outside of control
On Board services	Not enough varieties	↓ 45	↓ 60	to provide varieties and options	Get stakeholder buy in	Introduce new AI enabled entertainment
Quick Check In	more than an 1 hour	↓ 50	↓ 50	within 25 minutes of first contact	lack of adequate staff	increase staff strenght
Disembarkation	more than 45 minutes	↓ 50	↓ 50	within 10 minutes	Not enough ground staff	Allocate resources for more staff

