# (Purpose) Background Info

At Southwest Airlines, there is a constant barrage of information traveling to and from their Networking Operations Center (NOC). They manage flights and delays, pilots and replacements, and flight attendants. During hours of chaos with large delays and other influencing factors, the few staff that manage the NOC must disseminate information to the crew and staff of the airplanes, and maintain order. Because of the disparity between the staff of the NOC and the pilots, crew, and flight attendants, their current phone-based communications systems become congested. Currently, many calls are repetitive in nature; asking few, but important questions, many times to the same people manning the phones.

# Problem Statement

SouthWest’s NOC phone lines are constantly flooded with calls from pilots who are sick or need replacements which takes too much time to answer and waste the NOC and flight crew’s time.

# Solution Statement

We propose to establish an online web-based communications page on the current employee website for Pilots and Flight Attendants (FA) to use to contact Flight Schedulers (FO). Our prototype website is a multifaceted program that allows for instant one-way communication for FA’s to send questions to FO’s, and allows for equally fast communication in the opposite direction. We understand that there are union laws that require two-way communication through the current phone system, and have added access points for phone calls in appropriate areas of the website.

>Justification

This solution is the best and most efficient because it reduces the number of calls taken daily, reduces the number of people needed on the phones, reduces delay times, and increases employee job satisfaction in relation to the changes or delays of flights.

>Data

Time spent on phone call average

Calls per day average

IROPS hours/weekly average

Customer satisfaction due to delays

Employee stress levels? According to our mentor, Ms. Beltran, “the #1 complaint from the pilots and flight attendants is the ability to reach the crew scheduling team during IROPS situation.” By establishing this new communication network we can reduce irritability of the employees.

>Financial

Average Pay per Flight Scheduler

Cost to delay a flight X minutes

Cost per phone line vs. maintaining website