# UNLOCKING INSIGHTS INTO THE GLOBAL AIR TRANSPORTATION NETWORK

# Submitted by

# **Team ID**

# NM2023TMID06888

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# PROJECT REPORT TEMPLATE

## 1. INTRODUCTION:

# 1.1 Overview:

The air transport system generally includes airports, ATC (air traffic control) system and airlines. The airport represent the ground part of the system's infrastructure handling the aircraft operated by different airline transporting passengers and freight/cargo shipments. The worldwide air transportation network is a critical infrastructure with high impact on mobility, and economic.

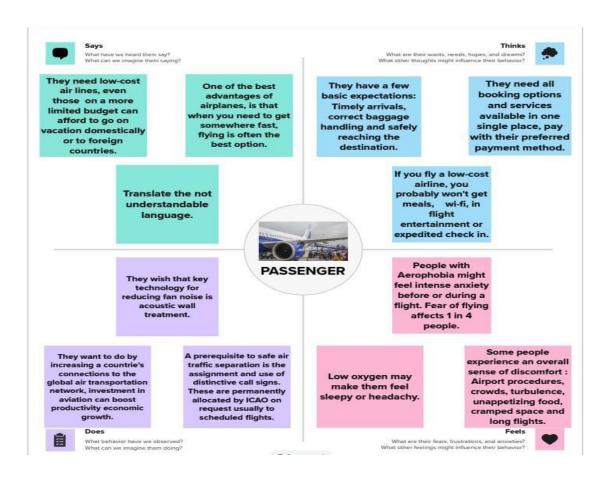
# 1.2 Purpose:

<u>Use</u>: Air transport allows people from different countries to cross international boundaries and travel other countries for personal, business, medical, and tourism purposes.

<u>Achievements by using this</u>: Air transportation indicates the significant economic impact of aviation on the world economy, which is also demonstrated by the fact that aviation represents 3.5 percent of the gross domestic product (GDP) worldwide (2.7 trillion US dollars) and has created 65 million jobs globally.

# 2. Problem Definition & Design Thinking:

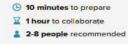
## 2.1 Empathy Map:

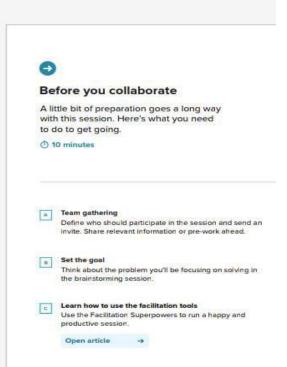




# Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.







## Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.



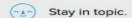
#### PROBLEM

People got very good passenger service in first class but they didn't get that service in third class when they returning by the same flight. To resolve this problem there are some ways to improve passenger service and solutions for their need in air transportation.



## Key rules of brainstorming

To run an smooth and productive session





Encourage wild ideas.





Listen to others.



Go for volume.



If possible, be visual.

#### Brainstorm

Write down any ideas that come to mind that address your problem statement.

10 minutes

You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

#### Aarthi M

#### Kaviya K

#### Priyadharshini M

#### Sethu Priya B

Listen to the customer and show genuine empathy.

To improve safety and security, technology such as advanced sensors and computer systems can monitor an aircraft's systems. Airlines offering creative perks to their passenger, for the unique experience are the ones that are going to stick in the customers memories, and keep them coming again and again. Implement a more personalized cabin environment through seat height and temperature adjustment capabilities.

Airlines provide such as conversational apps to avoid timeconsuming methods like in person check in at the airport desks.

Translate the nor understandable language. tools to your customer services agents Seek and promote customer feedback.

Implement more flexible seating arrangements to improve comfort. Airlines are responsible for damage to your luggage if the damage occured while the luggage was under the

Automate the disinfecting process for bathrooms in the plane.

We can teach you uided visualization for instance, and other relaxation echniques to calm your nerves.



#### Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you and break it up into smaller sub-groups.

① 20 minutes

Audit customizable bags to slicing robbs to make it element to find, browner, organize, and categorize important ideas as themses within your mean.

Listen to the customer and show genuine empathy. To improve safety and security, technology such as advanced sensors and computer systems can monitor

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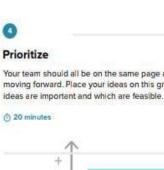
Translate the non understandable language.

Provide the best tools to your customer serents

Seek and promote customer

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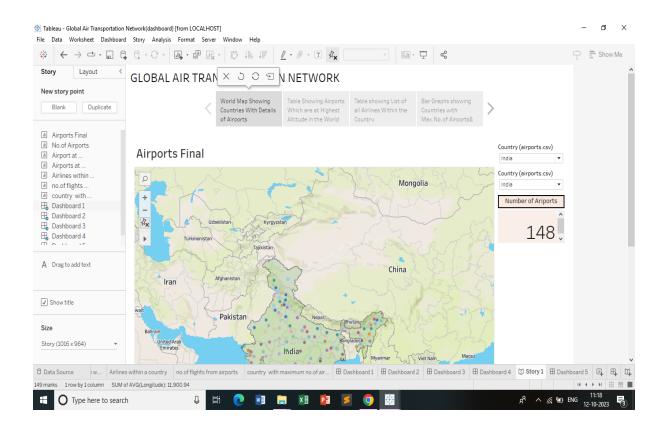


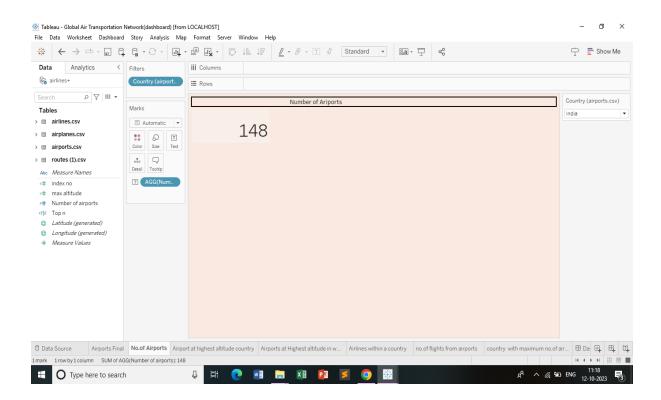
## Prioritize Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which

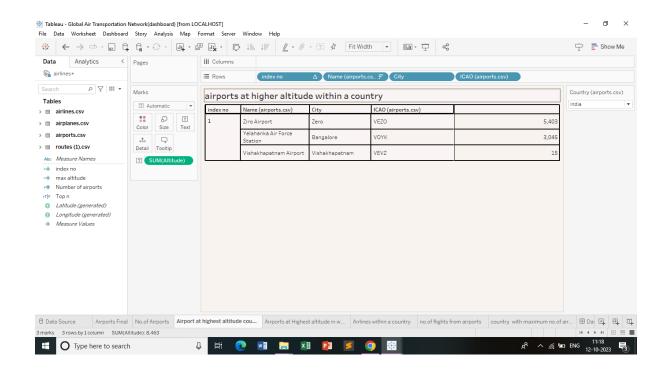
Participants can use their cursors to point at where sticky notes should go on the greit. The facilitater can confirm the spot by using the laser pointer hotoing the Hisey on the keyboard.

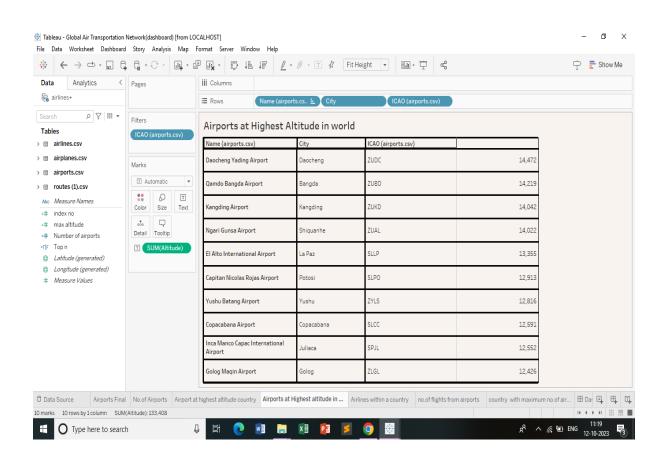
Listen to the To improve safety and security, Seek and customer technology such as promote and show advanced sensors genuine customer and computer systems can monitor an aircraft's systems. empathy. feedback. Airlines provide such as conversational apps to avoid time-consuming methods like in person check-in at the airport desks. Implement a more personalized cabin environment through seat height and temperature adjustment Importance capabilities. If each of these tasks could get done without any difficulty or cost, which would have the most positive impact? Provide the Translate the best tools to non understandable your customer language. services agents. Airlines offering creative perks to their passenger, for We can teach you the unique experience guided visualization are the ones that are for instance, and going to stick in the other relaxation customers memories, techniques to calm and keep them coming again and again. your nerves.

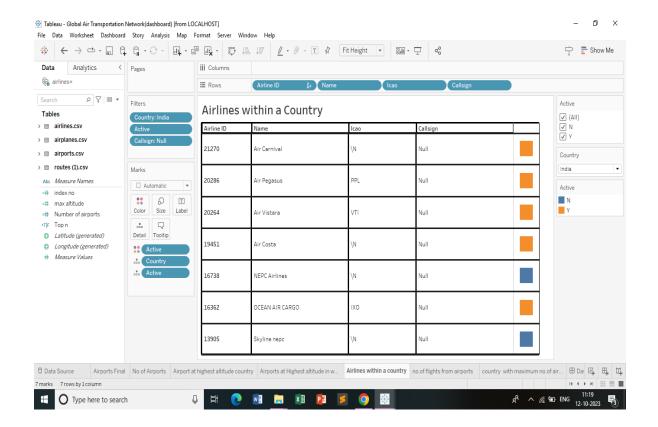
### 3.RESULT:

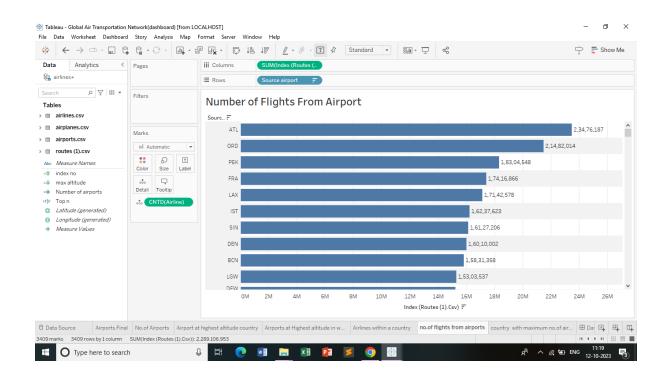


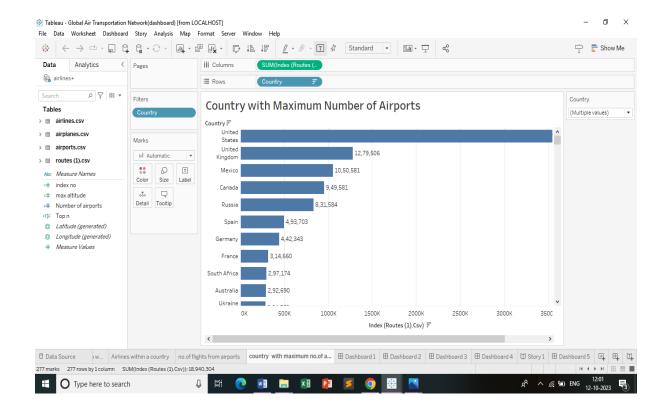












# 4. ADVANTAGES & DISADVANTAGES:

# **Advantages:**

- ➤ High Speed
- Fast Service
- High Standard Of Security
- Natural Route
- There Is Less Need For Heavy Packaging

# **Disadvantages:**

- Risky
- Cost
- Some Product Limitation
- Capacity For Small Carriage
- > Enormous Invesment

## 5. APPLICATIONS:

- Used in all industrial sectors and distribution chains.
- Most companies use air transport to market goods and products internationally or to deliver samples and documents related to foreign trade operations.

# 6. CONCLUSION:

The air transport industry is not only a vital engine of global socio-economic growth but is also of vital important as a catalyst for economic development in most countries and for many regions within each country.

# 7.FUTURE SCOPE:

Experts in aviation can expect to make between INR 2 and INR 15 lakhs per year. Graduates who are engaged by a range of organisations have the best chances of success.