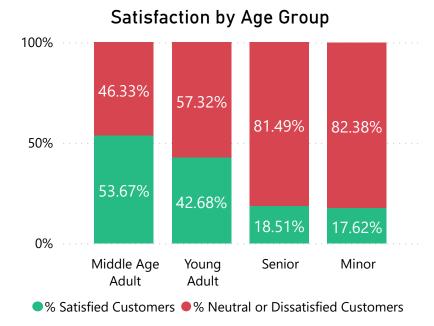
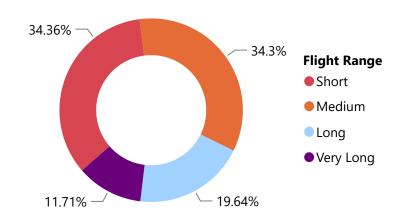


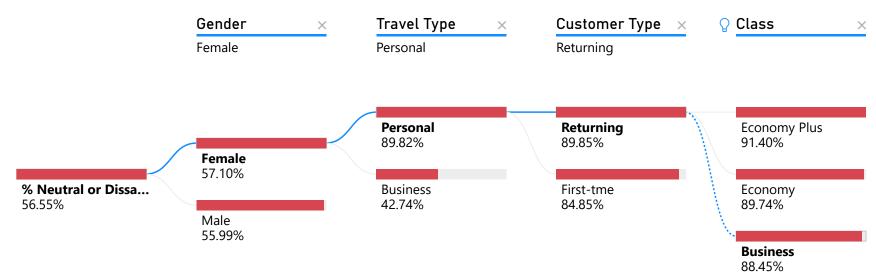
Slice by Flight Class



Neutral or Dissatisfied Customers by Flight Range



Customer Satisfaction by Different Parameters



Recommendations!

As In-flight Wifi service and Ease of Online
Boarding are the major two areas of customer dissatisfaction they need to be address as soon as possible

Seniors and Minor age customers, Economy and Economy Plus customers are among the least satisfied, management should design and implement service improvement interventions

Short and Medium distance travelers are more dissatisfied than long distance travelers. Gate Location is just a little above the average. Both needs closer attention for areas of improvement opportunity.