Group 5 Problem Statement

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For our project, Mileage Flying, our target users would be customers who travel and fly a lot and the airline staff who serve the customers. Our project, Mileage Flying, is an airline mileage management system.

For customers, they will face lots of diverse problems and uncertainties when they choose to take airplanes, such as having their flights delayed, and having trouble finding the correct information about tickets, airlines, airports, their baggage, or any other resources they want for this trip in a short time. Not only do they lose their time, but also will cause a subsequent financial loss because of flight delay or missing the flight. In Particular, the customer can know about which airline tends to have delayed or on-time flights. Furthermore, some customers may want to track their total miles flying with one specific airline so that they can get premium services or rights from the airline.

For the airlines and staff, the database management system allows them to know about the popular destinations in general and serves the customers better. If the airlines want to improve their service quality and reputation, a good attempt is to decrease the flight delay rate. They can see if there is progress being made in the past few years by accessing the database. Besides, the Mileage Flying database can track the special needs of customers which can be reviewed by flight staff. The staff can be assigned to different flights and facing customers with different needs in diet, mobility, and language.

When our customers want to know which plane model they are flying today, and want to know where their class and seats are, and, the most importantly, want to add their special needs, like special diet, wheelchair service, and interpreters, they can use our database to have all the resources they want to save their time and money. And our database can also benefit the staff and airlines who want to improve their customer service quality.

In aviation industry, There’s alot data to be keeing tack of in order to build a successful company that owns different carrier focuses on different target customers. (domestic/international) (high end/ budgeted airline)

Companies like ANA