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| Sr. No | Insights |
| 1 | We have 103904 rows and 25 columns in our dataset and 310 Null values in our dataset |
| 2 | We have only 2 types of customers  Our Age range is 78 which means we have broad range of customers in terms of age.  We have 3 types of Class in our Planes  All of our null values are in "Arrival Delay in Minutes" column for this reason I am going to assume that Null Values are equal to median of all values because the people who are taking this survey might left that blank or did not remember the delay. |
| 3 | 69% of our customers are using our airplane services for business purposes  According to this survey only 43% of our customers are satisfied with our services.But this might be misleading because according to this survey 82% of our customers Loyal Customers who used our services more than once.  Our number of Economy Class customers are little bit higher than Business Class customers.  The number of Woman customers are little bit higher than Male Customers |
| 4 | Our minimum Flight Distance is 31km ////Maximum Flight Distance -->4983km.  Only 25% of flights are more than 1743 km.  92% of our customers are Adults.  Our Flight Distance distribution is similar to curve bell, but it has a "positive skew" which means our values are tend to be the left side of our distribution. |
| 5 | 63% of our customers are happy with the Inflight Services  Most of our customers are not happy with the Wifi Service that we provide. |
| 6 | 1/3 people are not satisfied with the food and drink service.  26% of the people are not satisfied with the seats of the plane |
| 7 | Most of the people are satisfied/neutral about General Inflight Entertainment  1/4 of the people are not satisfied with the on-board service.  Nearly 30% of the people are not satisfied Leg Service and Cleanliness of the plane |
| 8 | Most of the customers are not happy with their Gate Location (They might have walked longer than they expected)  Only 18% of the customers are not happy with the Baggage Handling Service  Nearly 1/4 of the customers are not satisfied with the Check-in Service |

Correlation Matrix:

A blue and white squares with black text

Description automatically generated