

What went well?

What should we keep doing?
What should we celebrate?
Where did we make progress?

GLOBAL AIR
TRANSPORTING
NETWORK

What went poorly?

Where did we have problems?
What was frustrating to us or others?
What held us back?

started in 1911.it
is managed are
the major transit
corporations

THE AIR
TRANSPORT
NETWORK IS A
GLOB- AL SYSTEM
OF FLIGHT
OPERATIONS

a complex network
which has the
properties of
small-world
networks and
scale-free ntworks



Assurance. A
management comitted to
customer service and
satisfaction.
Convenience,Convenient
check-ins,departurture
and arrival times, and
ticket reservations

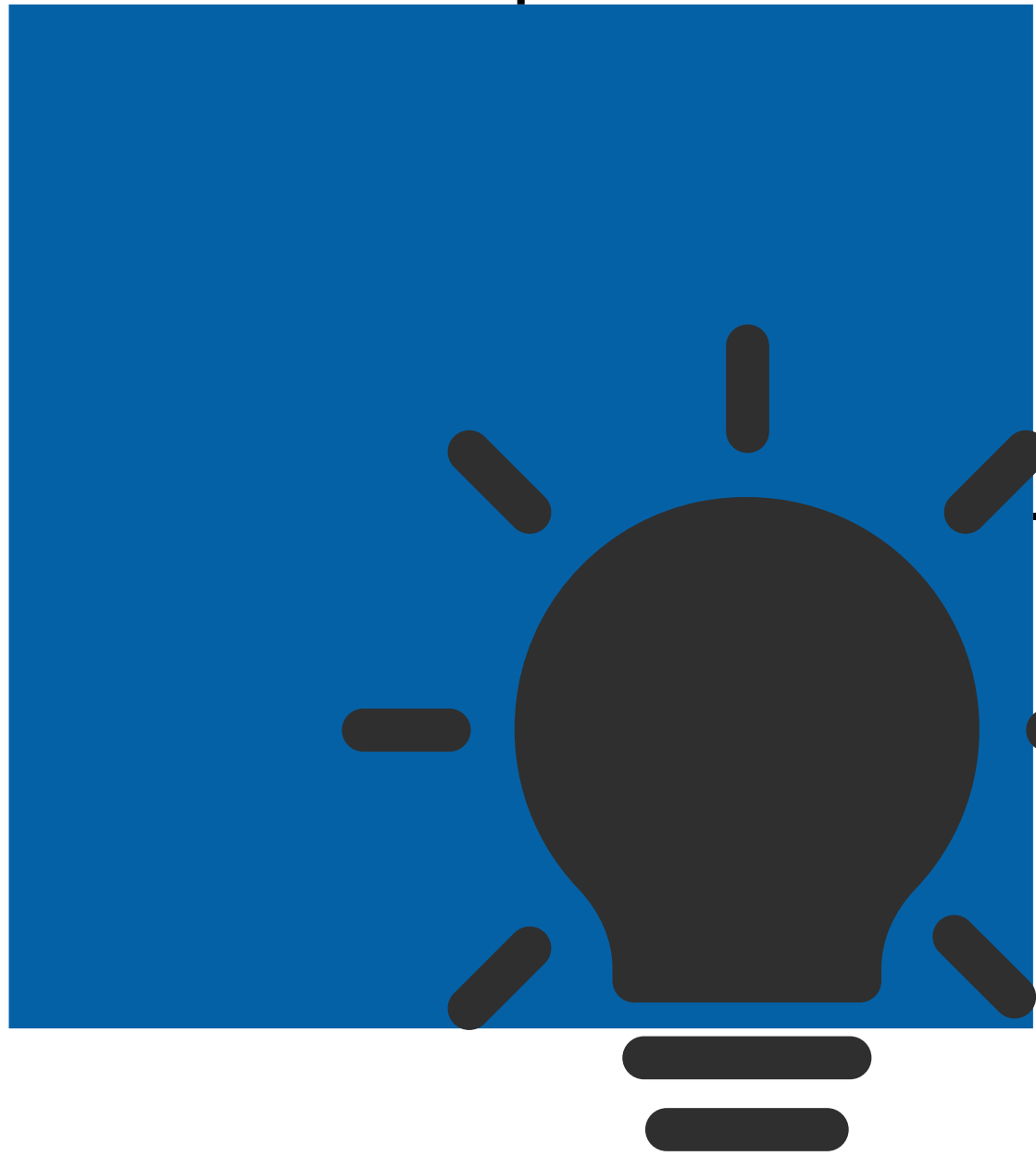


Timeliness.Delays
have a lasting
negative impact
for passengers.

price, schedul,comfort
Listening,understanding
your customer's needs
thanking thanking the
customer and promoting
a positive, helpful and
friendly environment

Allows the
transfer of
people,
merchandise and
mail in aircraft

Business and leisure
travel, The delivery
of time-sensitive
goods, nd
emergency
responce and
rescue missions.



Air travel contributes
to increasing
consumer benefits
and choices, creating
jobs, And generating
numerous socio-
economic benefits.



tarts form the
moment customers
start researching
their flights and
continues thought to
when they have
departed.

Inflight entrainment or
quality of food and
beverages
A customer's
perceived qualiyy,Value
and expectaions of a
company and what it
offers.

ttionGenerates
economic growth,
Provides jobs,
Increases revenues
form taxes, and fosters
the conservation of
protected areas.

What ideas do you have?

What ideas do you have for future work together?
Where do you see opportunities to improve?
What has untapped potential?

How should we take action?

What do you believe we should do next?
What specific things should we change?
What should extend beyond this meeting?