



Says
What have we heard them say?
What can we imagine them saying?



Thinks
What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?



GLOBAL AIR
TRANSPORTATION
NAETWRK

This network is a complex system ? ♻️

What is the use of network? 🔑

It helps traveler to access flight ? ✈️

It comes under sustainable development 🧠

Management system should solve the problem of flight delay ✈️

How best the network is ? 💬

This network is responsible for mobility of millions of people in every year 👍

It has impact on global,cultural and tourism ★

Data and hub analysis 📄

Weather and climate condition affect the network ☁️

Unfit for cheap and bulky goods 📦

To protect passengers from threat such as terrorism and smuggling ☠️



Does
What behavior have we observed?
What can we imagine them doing?



Feels
What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?

👁️ [See an example](#)