# Project Initialization and Planning Phase

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| Date | 15March2024 |
| Team ID | 739796 |
| Project Name | Smart Lender-Applicant Credibility Flight Delay Prediction |
| Maximum Marks | 3 Marks |

## Define Problem Statement for Flight Delay Prediction:

The current air travel experience is often marred by unpredictable flight delays, which significantly impact passengers' journeys and overall satisfaction. Travelers, particularly those on tight schedules or with connecting flights, encounter challenges such as last-minute delays and insufficient communication from airlines. These issues lead to a stressful and frustrating travel experience, potentially affecting trust and loyalty towards airlines. To enhance our services and improve customer perceptions, we aim to address these pain points. By understanding passengers' specific frustrations with flight delays and implementing predictive solutions, we can create a reliable and seamless travel experience that aligns with our customers' expectations and fosters a positive relationship with our brand.

| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me fee |
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| PS-1 | A passenger booking a flight | Ensure my flight departs on time | Delays are unpredictable | Factors like weather, air traffic, and mechanical issues | Anxious about potential disruptions to my travel plans |