

# Airline Passenger Satisfaction

CS513 Project Presentation

Section B Group 6



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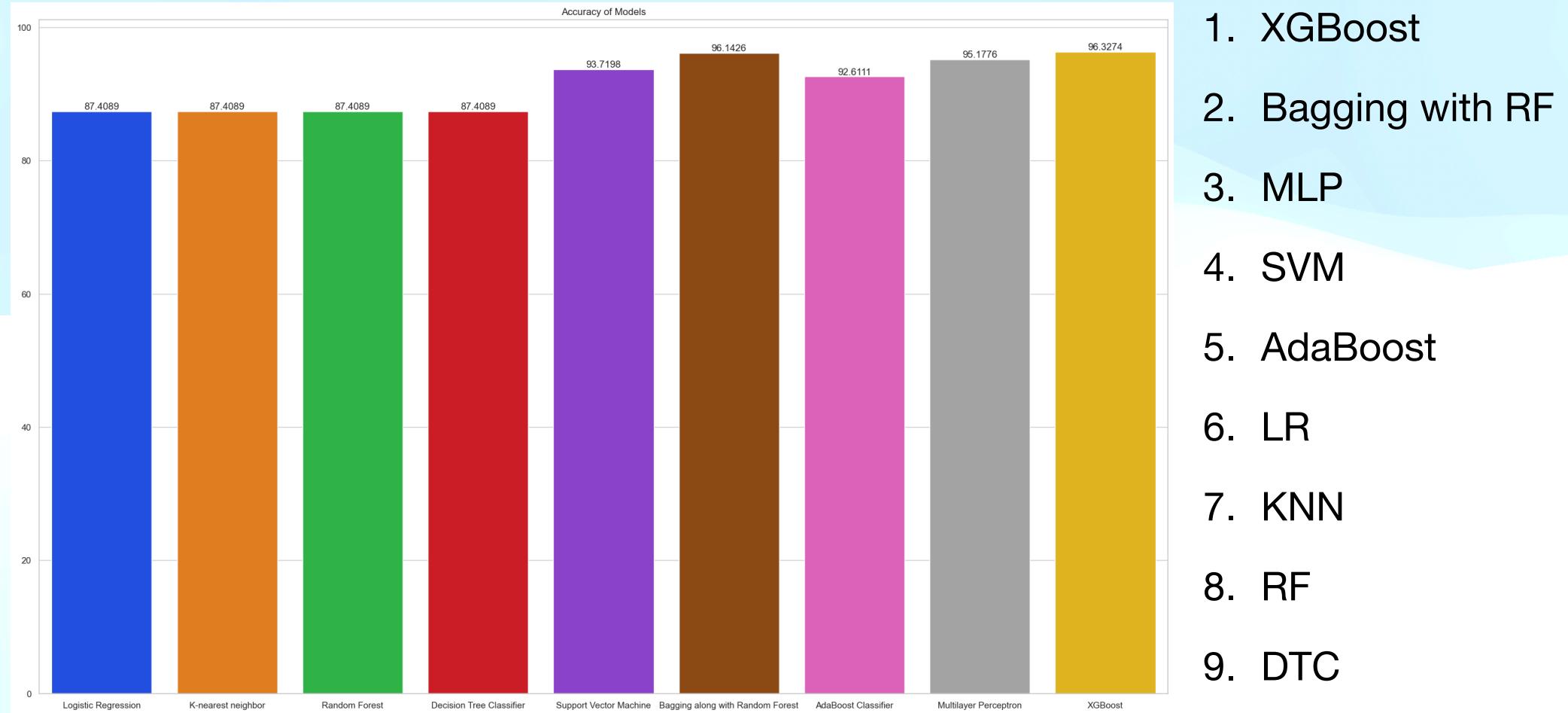
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# Problem Statement

- Airline Market
  - 5000 airlines
  - \$785.6 bn
- Airline Challenges
  - Many Features
  - What to improve ?
  - How to differentiate ?



# Accuracy of Models



# Important features XGB

1. Online boarding
2. Type of Travel
3. Inflight wifi service
4. Customer Type
5. Flight\_class\_Business
6. Inflight entertainment

