Quality management plan for ‘Travellama’

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**Abstract**

travellama.com is a website application that is developed based on a centralized model, also known as centralized repository. travellama.com is a desegregated software for travel agencies and tour operators. The aim of travellama.com is to help the travel agencies and tour operators to centrally manage the data of their customers. The purpose of this website application is to automatize the functioning of the registered travel agencies and tour operators.

**Quality Management for ‘Travellama’**

**Objectives:**

Primary:

* Execute the Project quality plans with minimal deviations.
* Meet the standard quality requirements of the product as per plans such as reliable website, satisfiable travelling and accommodation facilities.
* Customer satisfaction on each booking – travel/trip/hotel etc.
* Meet travel agencies expectation. Make an ideal cut of the share.
* Verify the processes used to meet the requirements.
* Monitor the process periodically to check for anomalies; through feedbacks, visits, audits.

Secondary:

* Continual improvement based on Audits, feedbacks.
* Create superior product/services and attempt to overwhelm the customer; by lucrative offers, free upgradation etc.
* Improve the efficiency, effectiveness of the process guidelines to achieve better performance and exceed stakeholder’s, travel agency’s and customer’s expectations.

Who is responsible:

* Project manager and Quality analyst to monitor the process being followed, and the output.

Responsibility:

* Achieve the objectives within scheduled time and on budget.
* Ensure customer satisfaction (End user and the agency)

How are we going to get there?

* Collect data of the process; the bookings data, customer visits, cancellations, safety and security, reviews and feedbacks.
* Analyze, visualize and interpret the results and detect any undesirable deflections from the plans, objectives.
* Collect periodic customer feedbacks regarding accommodation, ease of the process, safety during the experience, customer treatment by the agencies, cost satisfaction etc. work on the problems.
* Create check sheets regarding the same, make test plans and documents.
* Use the data from previous audits to detect the bookings/trips that need to be improved.

Regarding Customer Requirements:

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| --- | --- |
| **Requirement** | **Specifications** |
| Ease of process | Make changes to the web application for the best user experience |
| Quality of service | Customer satisfaction from the travel/trip, collect and work on feedback |
| Value for money | Audit the services and weigh the quality of facilities for the price advertised by the agency. |
| Safety and Security | Ensure safety of the customer by periodic checks and customer feedbacks |
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Regarding Travel agency’s Requirements:

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| --- | --- |
| **Requirement** | **Specifications** |
| Ease of posting and editing travel/trip specifications | Make a portal to support dynamic changes to trip plans |
| Minimize/Eliminate frauds | Monitoring scammers acting as customers to misuse the offers provided by agencies |
| Customer satisfaction | Ensure lower cancellations by customers so as to minimize the losses for the agencies |
| Detect Ticket resales | Make sure no customer is buying the tickets to re-sale at a higher price. |
| Easy Reporting and Accounting | Visualize real time sales, periodic reports to the sellers. |

**Technique for Quality management:**

* Collect all kinds of data periodically- regarding bookings of travel/trips, cancellations, accommodations, rescheduling, customer experience, feedback and reviews of customer and the agencies etc.
* Represent the data in terms of visualizations to interpret in such ways so as to be able to in find subtle insights into the data. (such as peak seasons/hours; age based classification of bookings, spending etc.)
* Finds ways to learn through the data using mathematical approaches.
* Make a checklist of the things that need to be improved.
* Form quality improvement methods. Make decisions that would help in the overall improvement of the system.
* Log issues. Update the Lessons learned register and repeat.

Example data for Hotel bookings: (Ratings analysis)



Map chart to visualize city wise bookings:

* This can be used to analyse region wise bookings.
* Below visual shows the average ratings of hotel bookings for each major city in the US. (using test data)

A close up of a map

Description automatically generated

Example data for Flights bookings: (Delays/Cancellations analysis):

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| |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Airline | Airline Delay | Air System Delay | Date | Destination Airport | Flight Number | Late Aircraft Delay | Origin Airport | Security Delay | Weather Delay | | AA | 0 | 0 | 01/01/15 | MIA | 1057 | 0 | DFW | 0 | 102 | | AA | 54 | 0 | 01/01/15 | MIA | 89 | 0 | IAH | 0 | 0 | | AA | 53 | 13 | 01/01/15 | DFW | 328 | 0 | DEN | 0 | 0 | | DL | 0 | 0 | 01/01/15 | DTW | 824 | 0 | PHX | 0 | 128 | | OO | 0 | 25 | 01/01/15 | DEN | 6285 | 0 | MFR | 0 | 0 | | AA | 55 | 14 | 01/01/15 | MIA | 2299 | 0 | JFK | 0 | 0 | | OO | 56 | 0 | 01/01/15 | LAX | 2599 | 0 | DEN | 0 | 0 | | OO | 6 | 14 | 01/01/15 | DEN | 6204 | 0 | BFL | 0 | 0 | | OO | 15 | 6 | 01/01/15 | IAH | 5160 | 0 | OMA | 0 | 0 | | AA | 0 | 16 | 01/01/15 | DFW | 1094 | 0 | SEA | 0 | 0 | | EV | 0 | 13 | 01/01/15 | EWR | 5976 | 0 | BUF | 0 | 213 | | OO | 0 | 0 | 01/01/15 | DEN | 5547 | 0 | ONT | 0 | 116 | | WN | 7 | 15 | 01/01/15 | HOU | 2215 | 0 | ABQ | 0 | 0 | | AA | 31 | 0 | 01/01/15 | MIA | 233 | 0 | BWI | 0 | 0 | | AA | 50 | 0 | 01/01/15 | MIA | 1297 | 0 | LGA | 0 | 0 | | AA | 11 | 20 | 01/01/15 | DFW | 1660 | 0 | SMF | 0 | 0 | |

Bar chart to visualize the cause of delays for each airports:

* This can be used to analyse which airports are mainly causing the delays and the area they belong to.
* Minimizing them would be very important as they could have a major affect on quality of the services.

A screenshot of a cell phone

Description automatically generated