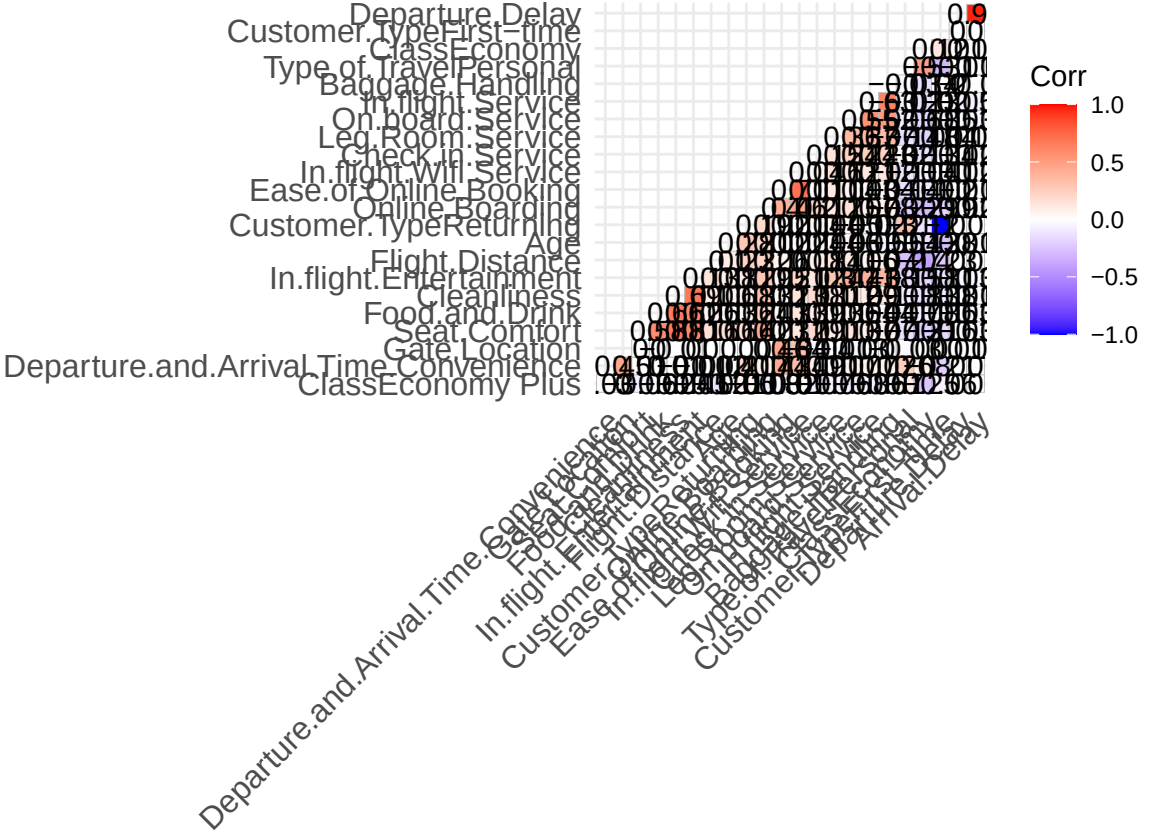
Departure.Delay
Customer.TypeFirst−time
ClassEconomy
Type.of.TravelPersonal
Baggage.Handling
In.flight.Service
On.board.Service
Leg.Room.Service
Check.in.Service
In.flight.Wifi.Service
Ease.of.Online.Booking
Online.Boarding
Customer.TypeReturning
Age
Flight.Distance
In.flight.Entertainment
Cleanliness
Food.and.Drink
Seat.Comfort
Gate.Location
Departure.and.Arrival.Time.Convenience
ClassEconomy Plus
Departure.and.Arrival.Time.Convenience
Gate.Location
Seat.Comfort
Food.and.Drink
Cleanliness
In.flight.Entertainment
Flight.Distance
Age
Customer.TypeReturning
Online.Boarding
Ease.of.Online.Booking
In.flight.Wifi.Service
Check.in.Service
Leg.Room.Service
On.board.Service
In.flight.Service
Baggage.Handling
Type.of.TravelPersonal
ClassEconomy
Customer.TypeFirst−time
Departure.Delay
Arrival.Delay
Corr
1.0
0.5
0.0
−0.5
−1.0