

Background

To improve the work efficiency and lower down the labor cost, it is necessary to have a dashboard on which the performance of every flight attendant can be tracked and measured with the help of Key Performance Indicators (KPIs).

Responsibilities of our Team

- To refine and perform data analysis on the data available from different sources.
- To create a prototype of the Flight Attendant Performance Measurement Dashboard.

Requirement Gathering

Requirement Gathering

- Face to Face meetings
- Interviews



100 points



Customer Satisfaction

- Kudos
- Complaints

100 points



On Board Sales

- Sales Revenue
- Sales goal

For each KPI

- A: $\geq 100\%$
- B: 80% to 100%
- C: 70% to 80%
- D: $< 70\%$



100 points



Injuries

- Count of Injuries
- Total worked hours

100 points



Delays

- Flight delays
- Total number of flights

100 points



Sick Leaves

- Total number of absence hours
- Total number of worked hours

Data Analysis

Data Analysis

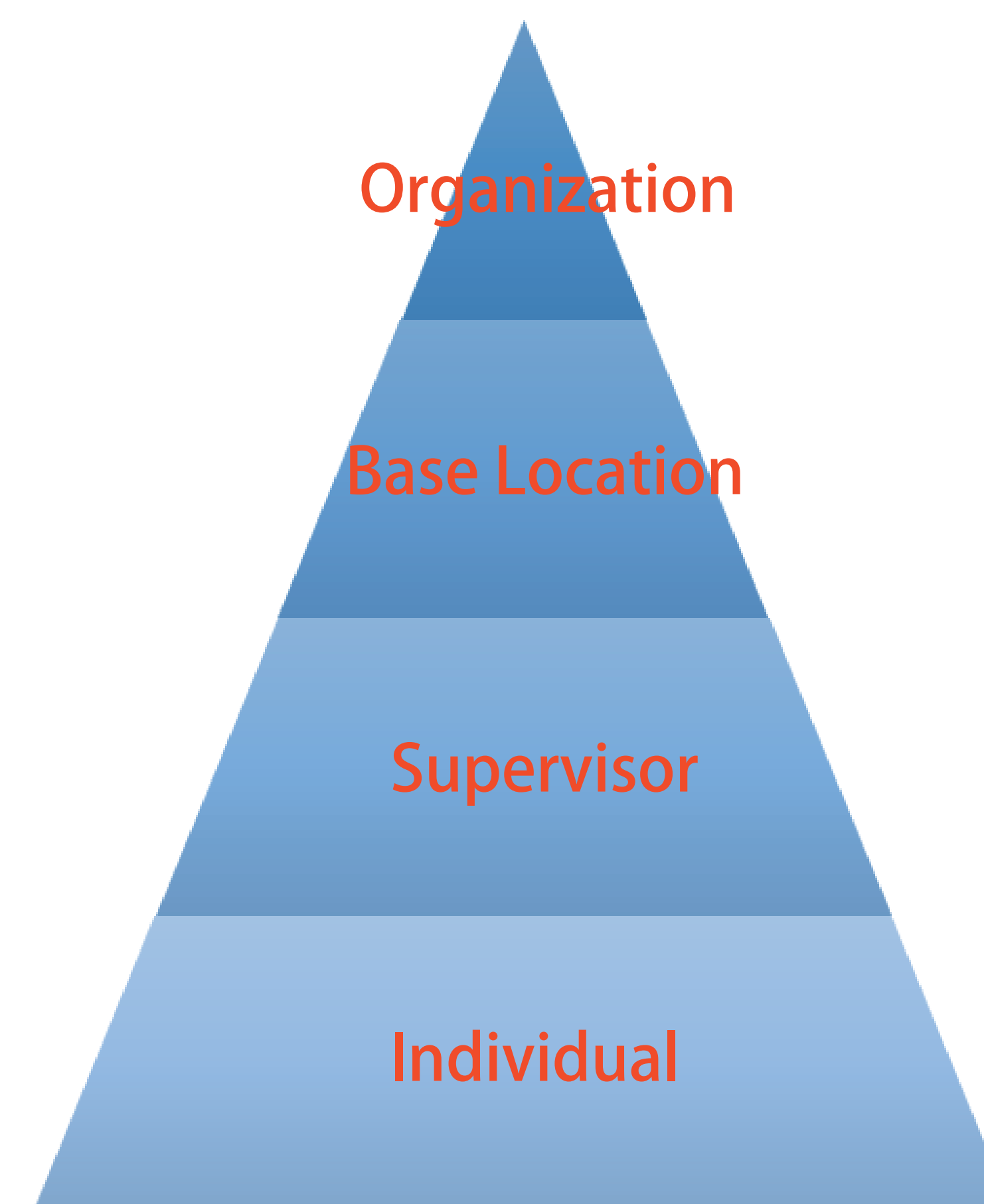
Overall Score : **500 Points**

- A: $\geq 90\%$ of overall score
- B: 80% to 90% overall score
- C: 70% to 80% overall score
- D: $< 70\%$ of overall score

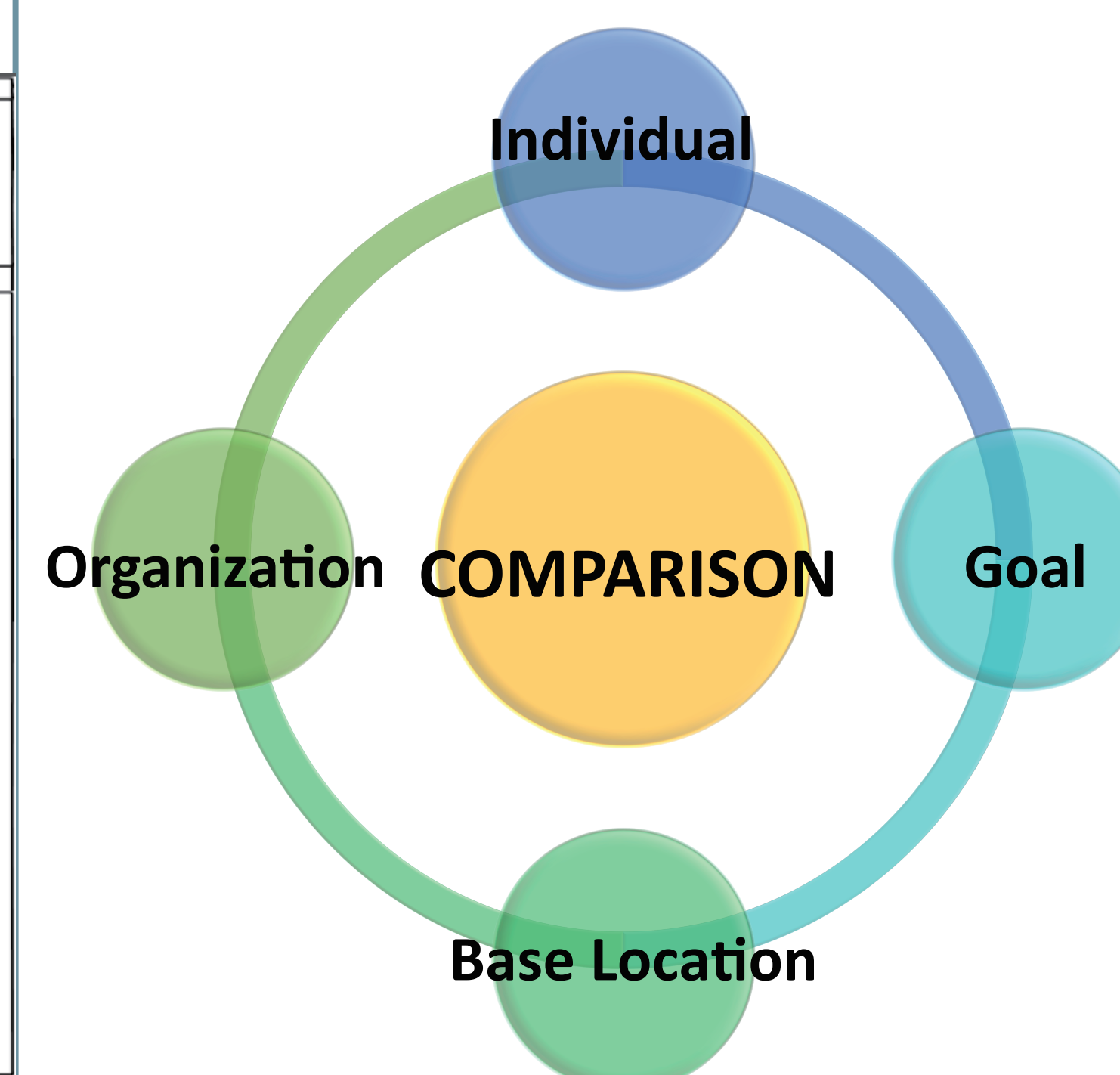
Framework

Prototype

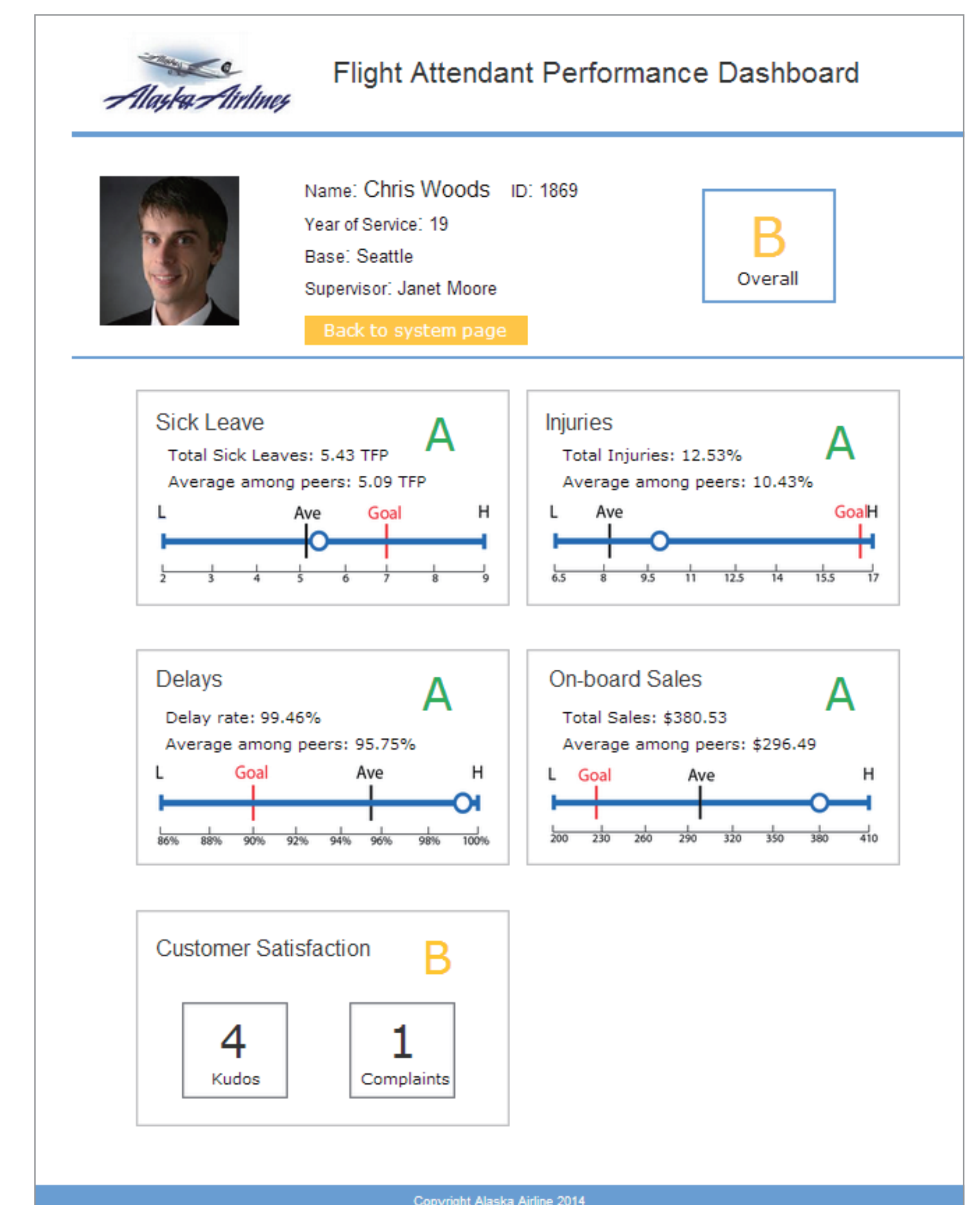
4 Levels Hierarchy Needs



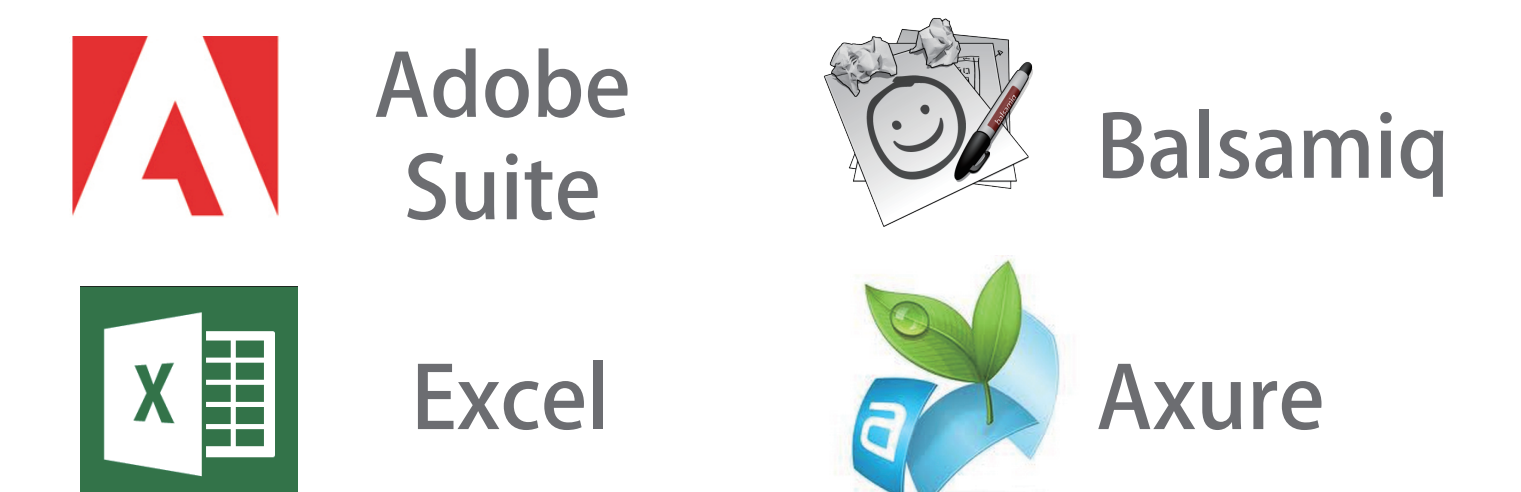
4 Dimensional Comparison



Prototype



Tools for the Whole Project



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