Flight Attendant Performance Measurement

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

- Face to Face meetings
- Interviews

Data Analysis

Overall Score: 500 Points

- A: >= 90% of overall score
- B: 80% to 90% overall score
- C: 70% to 80% overall score
- D: < 70% of overall score

Prototype

4 Levels Hierarchy Needs

1. Organization
2. Base Location
3. Supervisor
4. Individual

Requirement Gathering

- Customer Satisfaction
  - Kudos
  - Complaints

- Injuries
  - Count of Injuries
  - Total worked hours

- Delays
  - Flight delays
  - Total number of flights

Data Analysis

- On Board Sales
  - Sales Revenue
  - Sales goal

- Sick Leaves
  - Total number of absence hours
  - Total number of worked hours

For each KPI

- A: >=100%
- B: 80% to 100%
- C: 70% to 80%
- D: < 70%

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Tools for the Whole Project

- Adobe Suite
- Balsamiq
- Excel
- Axure