

The New Airline Quality Metrics...

No, Not Everything's Been Squeezed Out



How long did it wait before he showed up?



Do you really need this, when all you're serving is soda?



Yup. That customer service call center in Karachi might be cheap.

But do they any idea where Omaha is?



Set up for the next arrival?



It's a 30-minute connection time.

10 wasted waiting for "carry-on"



ATC system:
@ \$9 billion in wasted airline costs



Sequenced off the bank based on revenue generation?