
Smart Crew: A Smart Watch Design for Collaboration Amongst Flight Attendants

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Abstract

Collaboration is a core component of work activities amongst flight attendants as they work to promote onboard safety and a high level of customer service. Yet it can be difficult to maintain efficient communication, situation awareness, and information exchange given the technologies currently available on airplanes. We present a prototype called “Smart Crew”; a smart watch application that allows flight attendants to maintain an awareness of each other and communicate through messaging with haptic feedback. It is designed with an emphasis on real time information access and direct communication between flight attendants regardless of their location.

Author Keywords

Flight attendants; situation awareness; collaboration; Crew Resource Management (CRM).

ACM Classification Keywords

H.5.3 [*Computer-supported cooperative work*]: Group and Organization Interfaces

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