

Distinguishing between a project and routine work at Etihad Airways involves understanding their characteristics and objectives.### Conclusion In summary, projects at Etihad Airways are characterized by their temporary nature, unique goals, and cross-departmental collaboration, while routine work involves ongoing, repetitive tasks essential for daily operations.**Continuous Improvement Focus**:

While routine work may include process improvements, it primarily centers on maintaining and enhancing existing operations rather than delivering unique outcomes.**Standardized Procedures**:

Routine work follows established protocols and procedures to ensure efficiency and compliance with regulations.**Specific Goals**:

- Projects aim to achieve particular objectives, such as increasing market share or enhancing customer experience through innovation.
- **Repetitive Tasks**:
- These tasks are performed regularly and consistently, like check-in processes or maintenance schedules. For example, launching a new route or upgrading an aircraft fleet.

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