Better by Design: Shaping the British Airways Brand



Airlines are competitive and complex businesses and great airlines dont just happen. In British Airways case it has been a long journey - in fact, it has been many millions of journeys of customer expectations, experiences and emotions, connected by tradition, innovation and service. From advertising to airports, from first impressions to final destination, every detail informs and shapes the customer experience and shapes those journeys. Using an incredible wealth of material from the British Airways archive, curator Paul Jarvis takes us through the decades from the 1940s to the present, exploring the evolution of advertising, interiors, on-board experience and crew uniform fashions, and how these have come together to shape not only the internationally renowned British Airways brand but the way we view commercial aviation.

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