



# Insight into process management at Lufthansa Technik

## Insights for the University of Rostock

Stefan Bergmann | HAM T/TA-A | 12.11.2018



**Lufthansa Technik**

**Welcome**

**Introduction Creative Area**

**Lufthansa Technik AG**

**Finance & Accounting**

**Interdisciplinary Teams**

**Process Management**

**Introduction Recruiting**

**Universität  
Rostock**



# Lufthansa Group – Facts & figures

Deutsche Lufthansa AG is an aviation group with **global operations** and a total of more than **550 subsidiaries and equity investments**.



Corporate headquarters:

Cologne



Passengers carried in 2017:



130,040  
thousands



Number of employees:  
129,424\*

Lufthansa Group hubs:  
Frankfurt, Munich,  
Zurich, Vienna,  
Brussels



Lufthansa Group is active in **four business segments**.



\*as of 31.12.2017

# Lufthansa Group – The business segments

## Passenger transportation



The Lufthansa Group airlines rank among the world's leading carriers.

## Logistics



Lufthansa Cargo – one of the world's leading cargo carriers in international air traffic.

## Lufthansa Technik Maintenance, Repair, Overhaul



**Lufthansa Technik – leading provider of MRO services in the world's airline business.**

## Catering



LSG Sky Chefs – leading provider of airline catering and integrated in-flight solutions.

## Other activities



Lufthansa Aviation Training  
Lufthansa AirPlus  
Lufthansa Industry Solutions  
(and many more)



# Lufthansa Technik in Hamburg



# Lufthansa Technik Group – Facts & figures



21,502  
employees  
worldwide\*



4,556

aircraft under  
exclusive contracts



5.404  
billion €

in revenue\*



36\*\*

subsidiaries and  
affiliates worldwide

\*Lufthansa Technik AG Germany and 23 consolidated companies of Lufthansa Technik Group in 2017; employees as of 31.12.2017; \*\*XEOS is in preparation



# Employee dedication



# Strong commitment by motivated and skilled staff





# Lufthansa Technik – An attractive employer



**Lufthansa Technik AG is one of the most popular employers for engineers in Germany**



More than 40,000\* training days per year



Continuous technical training for mechanics to keep skills up to date



14 m€ spent per year\* to develop skills of Lufthansa Technik AG employees

\* Values as of 2016

## Worldwide presence



# Comprehensive services and highly professional contact persons on your doorstep

## Closer to our customer



Short reaction times



Enhanced slot availability

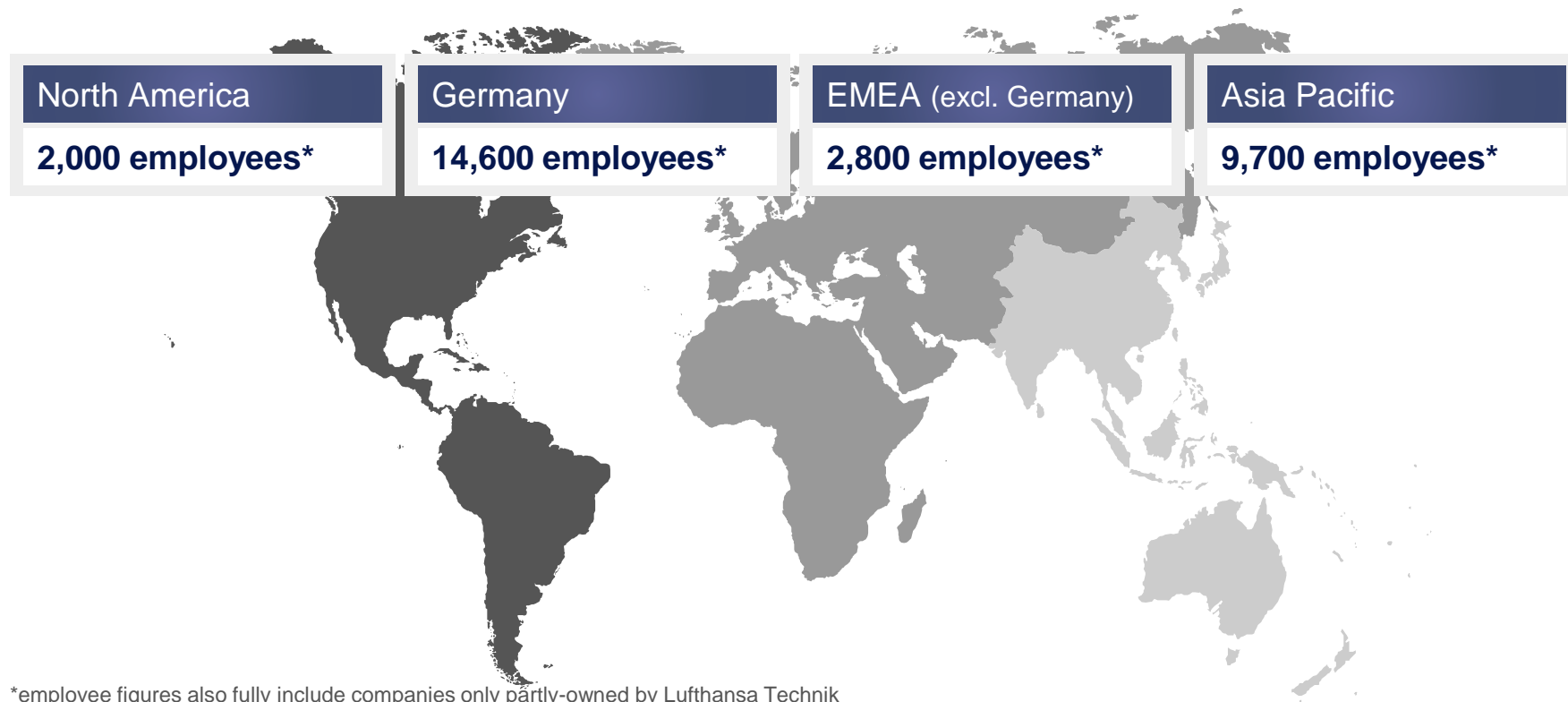


Flexibility and efficiency



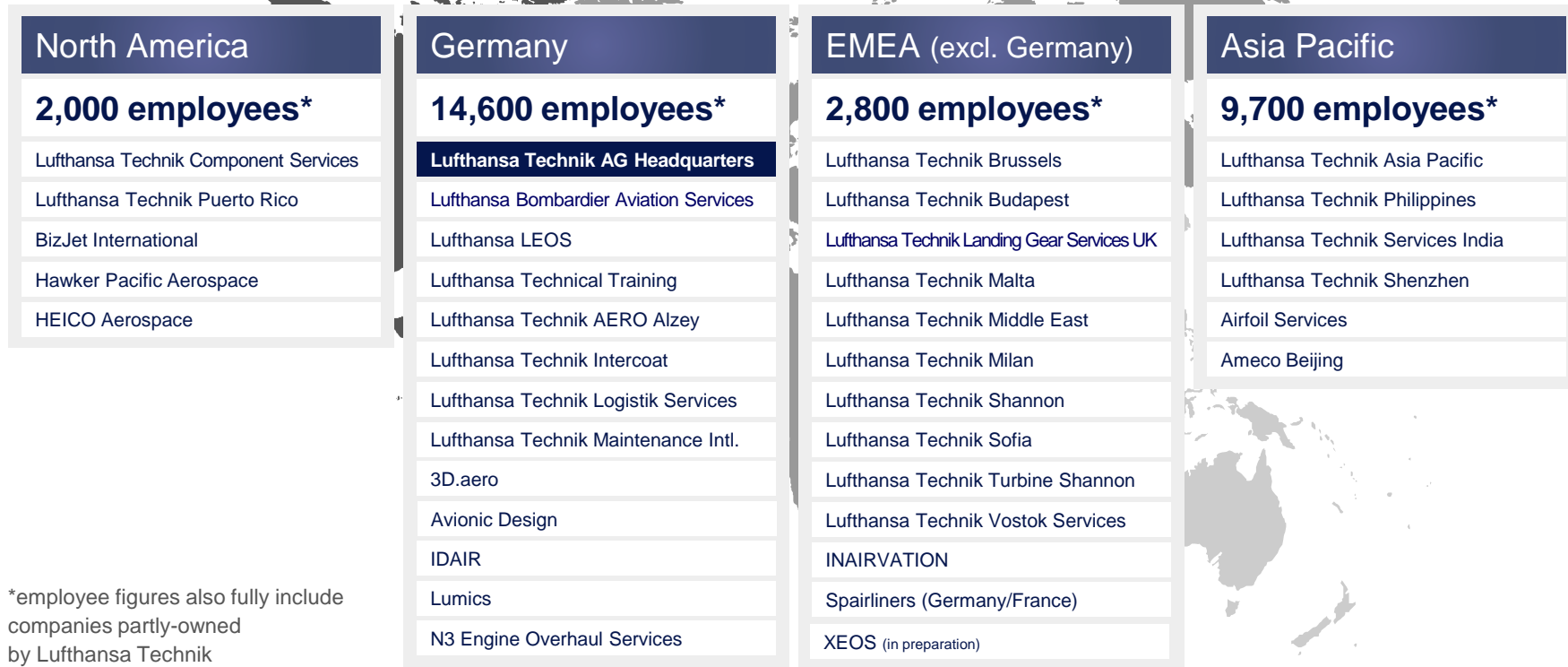


# Lufthansa Technik Group – Employees worldwide



\*employee figures also fully include companies only partly-owned by Lufthansa Technik

# Lufthansa Technik Group worldwide



# Lufthansa Technik Group – Sales offices





# Operational experience



# Outstanding knowledge on customer's requirements



Over  
**60**  
years

Regional airlines

Large airlines

Small airlines

VIP aircraft operators

Operators in extreme  
climatic conditions

Charter carriers

Low-cost carriers

Cargo carriers

# The Lufthansa Base in Hamburg in the beginning of the 60s





# Lufthansa Technik – Milestones in history (1)



1953

A new beginning for Lufthansa German Airlines

01 April 1955

„Take off“ of the Lufthansa Base Hamburg

The sixties

Support for Lufthansa, dawn of „jet age“ with Boeing 707

1962

First test stand for jet engines, first noise protection hangar

1968

The B737 enters service with Lufthansa as launching customer

## Lufthansa Technik – Milestones in history (2)



1970

Lufthansa starts operating  
the Boeing 747

1976

Start of MRO-services for  
Boeing 747

1995

Foundation of Lufthansa  
Technik AG as separate  
company

# Lufthansa Technik – Milestones in history (3)



1993

Lufthansa Technik introduces Total Technical Support TTS®



1998

Airline Support Team AST® service launched



2003

»nice« (networked integrated cabin equipment)



2006

Debut of B787 VIP interior design by Lufthansa Technik



2008

Cycleclean® Engine Wash



2009

Opening of cabin innovation center in Hamburg



2014

Start of innovation boost program



2017

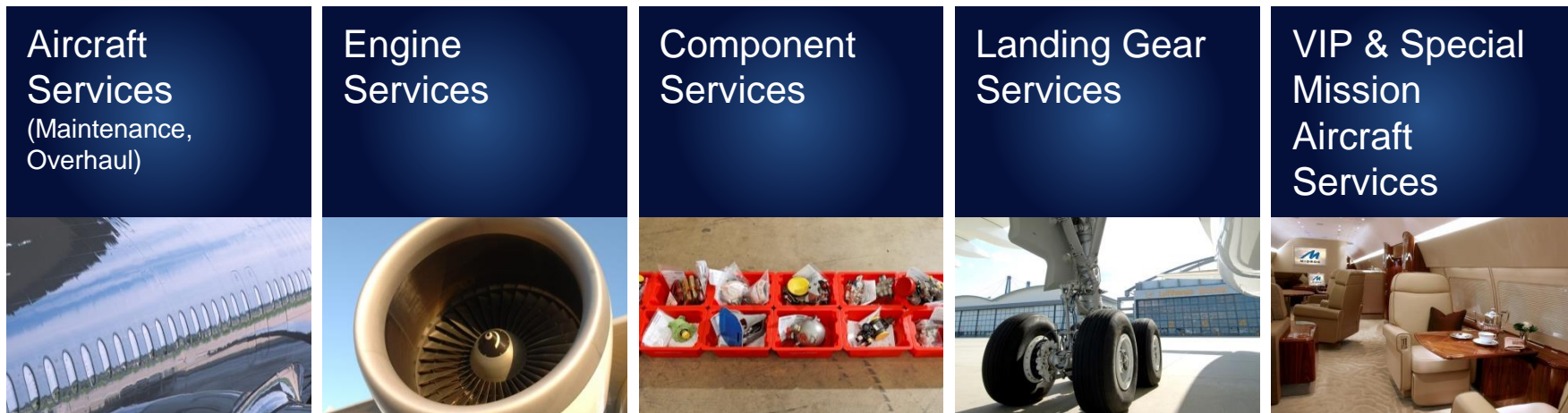
AVIATAR launch



# Comprehensive coverage



# Single Services – Standard solutions are just the basis



Single Services such as letter checks, engine overhauls or repairs of single components are at the core of a unique assembly of products and services, covering any conceivable requirement of an aircraft owner or operator.

## Digital services



# Lufthansa Technik's digital portfolio



manage/m®

Technical Operations  
WebSuite

## Interfaces



...to customer's  
own IT-solutions

AMOS

by SWISS  
AviationSoftware



eEnabled Software  
Management



**AVIATAR**

Join the future of aviation

- Fleet management
- Condition monitoring
- Record status by FLYdocs
- Predictor plugins
- Performance metrics
- Reliability benchmarking
- Fault analytics
- ...more to come

## Smart factory

On the way  
to Industry 4.0



- Paperless maintenance
- GSE 4.0
- Material eMotion
- DATCOM
- ADP@WG
- AutoInspect
- Machining 4.0
- Remote services
- P2P asset sharing
- ...



# Finance & Accounting

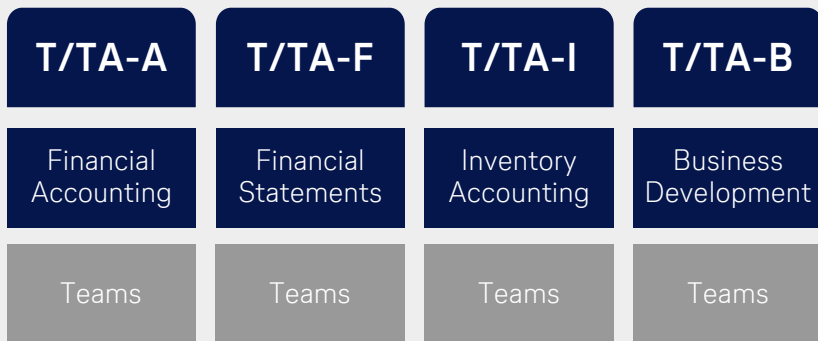


# Finance & Accounting – OneUnity, TwoViews

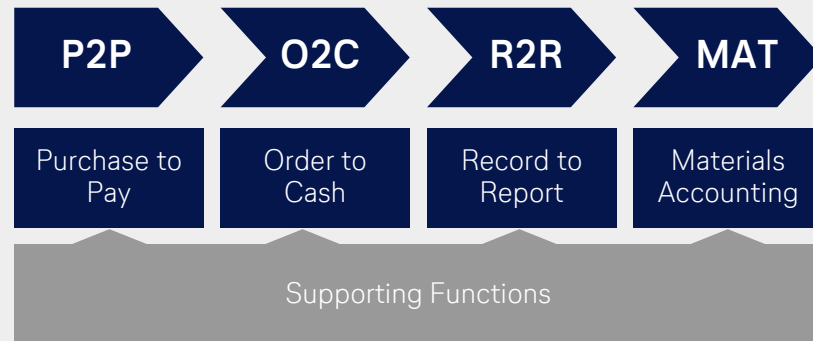


## Finance & Accounting

### Organizational View



























### Process View



# Complementary interdisciplinary teams

in order to foster cross-functional working & thinking

	R2R	O2C	P2P	Material	Support
PzM Team operational					
PzM Team strategical					
Reporting Team					
Consulting Team					
Editor's Team					
[...]					



# Prozessmanagement-Teams - PzM

Aufgaben und Arbeitsweise von PzM-O und PzM-S

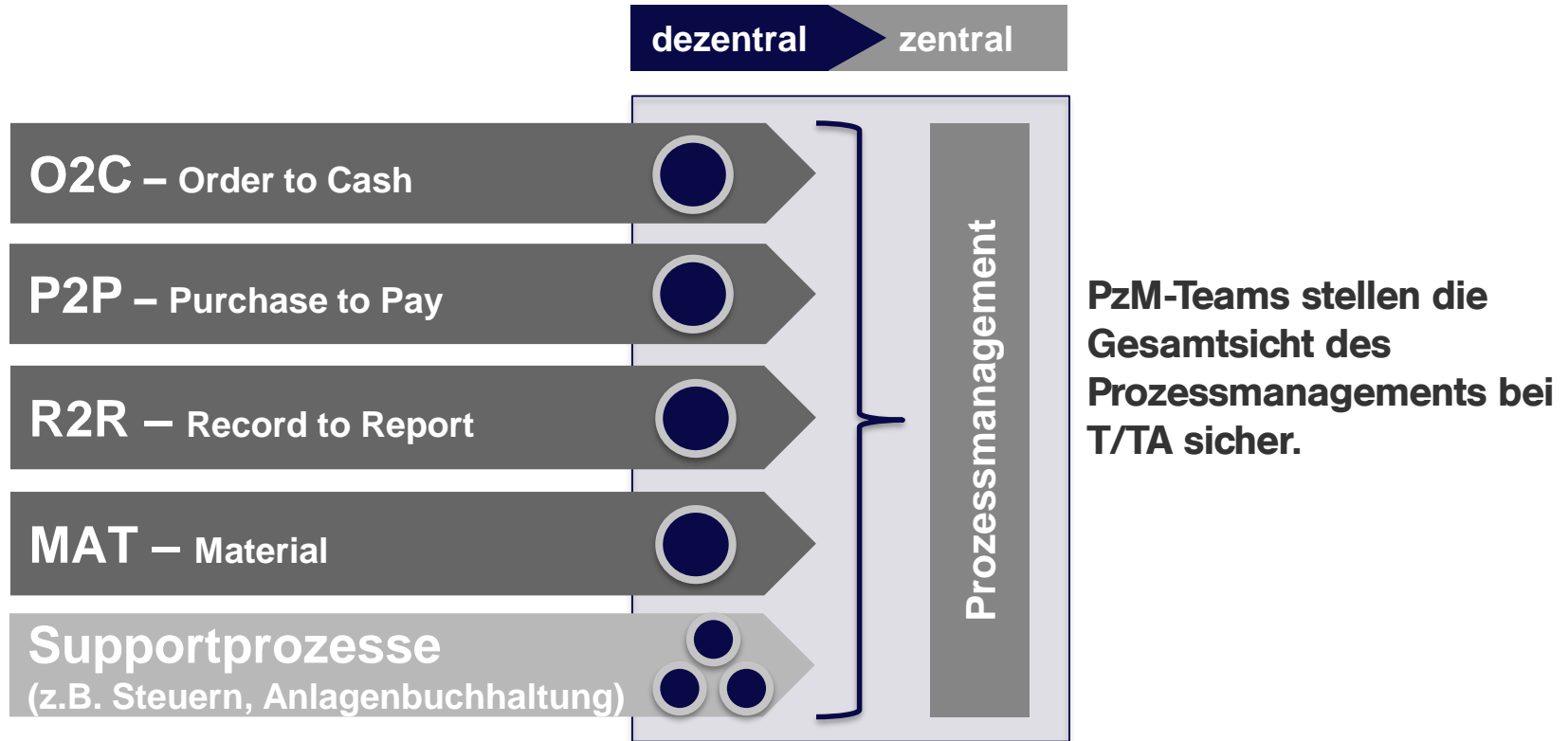
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**Lufthansa Technik**



# Die Prozessmanagement-Teams bilden eine Klammer zwischen den Hauptprozessen



# Die PzM-Teams

**PzM-O**

Operativ

**PzM-S**

Strategie

# Thank you for being our guests.

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## **Lufthansa Technik**