



Lufthansa Technik

More mobility for the world



ATA eBusiness Forum 2011

**Efficient Communication with EDI
from an MRO perspective**

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Agenda

Short introduction to Lufthansa Technik Group

Business-to-Business Communication

Leveraging EDI for Customer Communication

Sample Use Scenarios

Key success factors

Summary and Outlook

Lufthansa Technik Group

An overview



- **750** customers worldwide
- **2.055** aircraft under exclusive contracts
- **2.392** engines under contract
- **500** jetliners under Total Technical Support TTS®
- **1.700** aircraft inspections per day
- **32** subsidiaries and affiliates worldwide
- **60** line maintenance stations with Lufthansa Technik staff worldwide
- **6.3** billion Euros in revenue*
- **26.000** employees worldwide*

*Lufthansa Technik AG and all companies of Lufthansa Technik Group in 2010.

Lufthansa Technik Group



- ☺ Lufthansa Technik Airborne Ireland
- ☺ Lufthansa Technik AERO Alby
- ☺ Lufthansa Technik Budapest
- ☺ Lufthansa Technik Brussels
- ☺ Lufthansa Technik Intercoat
- ☺ Lufthansa Technik Landing Gear Services UK
- ☺ Lufthansa Technik Logistik
- ☺ Lufthansa Technik Maintenance (seasonal)
- ☺ Lufthansa Technik Malta
- ☺ Lufthansa Technik Milan
- ☺ Lufthansa Technik Sofia
- ☺ Lufthansa Technik Switzerland
- ☺ Lufthansa Technik Turbine Shannon
- ☺ Lufthansa Technik Vostok

- ☺ Lufthansa Technical Training
- ☺ Lufthansa Bombardier Aviation Services
- ☺ Lufthansa LEOS

☺ Lufthansa Technik Component Services

HAWKER PACIFIC AEROSPACE

AirLiance
partners

BIZJET

TRIPTECH

Shannon Aerospace

IDAIR

Spiritliners

- ☺ Lufthansa Technik Philippines
- ☺ Lufthansa Technik Services India
- ☺ Lufthansa Technik Shenzhen

AIRFOIL
SERVICES

Ameco Beijing

LIQ

☐ Lufthansa Technik Airline

● Representative Office

● DLR Line Maintenance

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Product Divisions of the Lufthansa Technik Group to enhance the solutions for our customers



**Aircraft
Maintenance
Services**



**Aircraft
Component
Services**



**Engine
Services**



**Aircraft Base
Maintenance**



**Landing Gear
Services**



**VIP &
Executive Jet
Solutions**

Six Product Divisions will offer:

- competent service and support
- around the clock and around the world

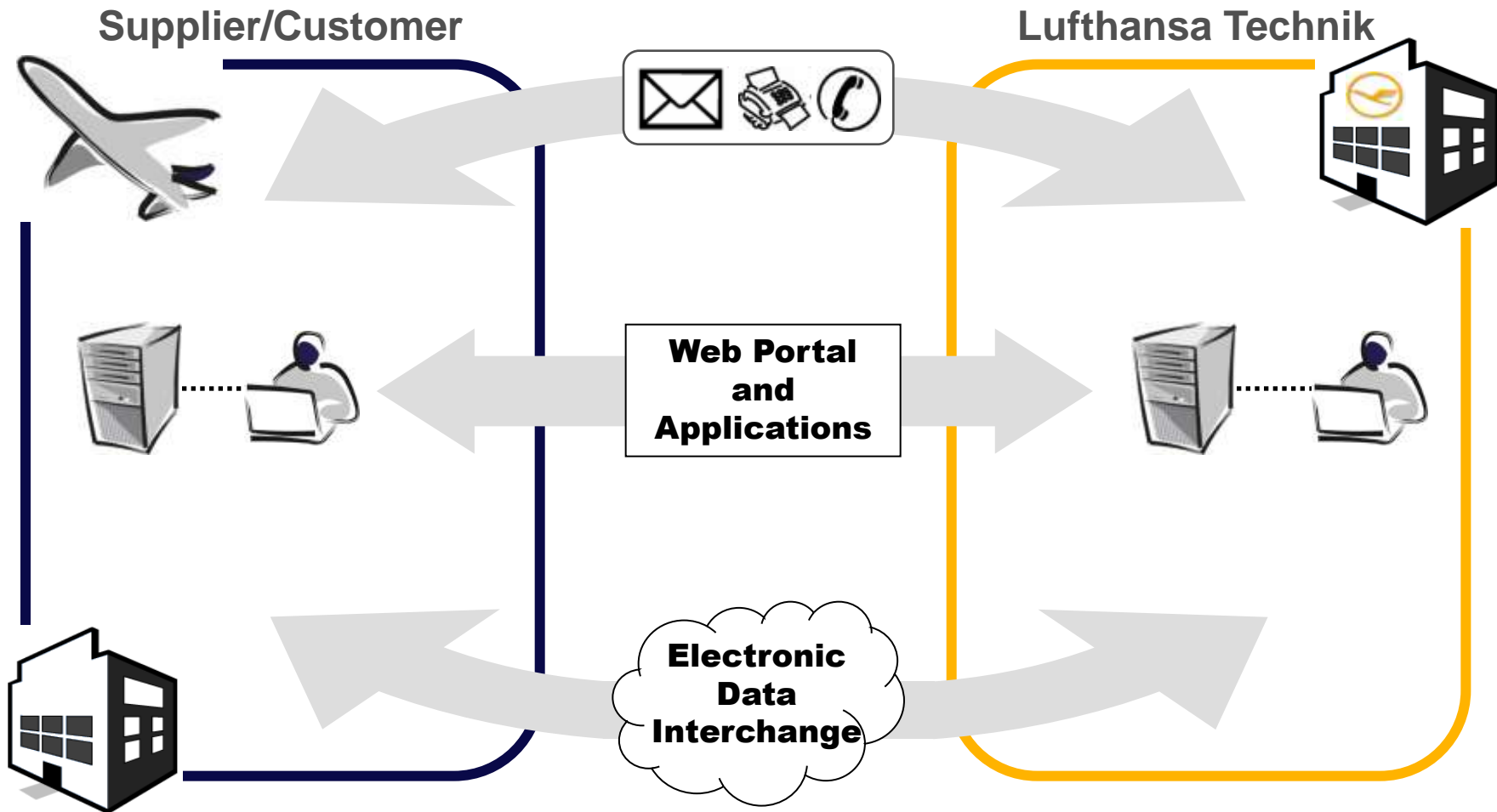


EASA

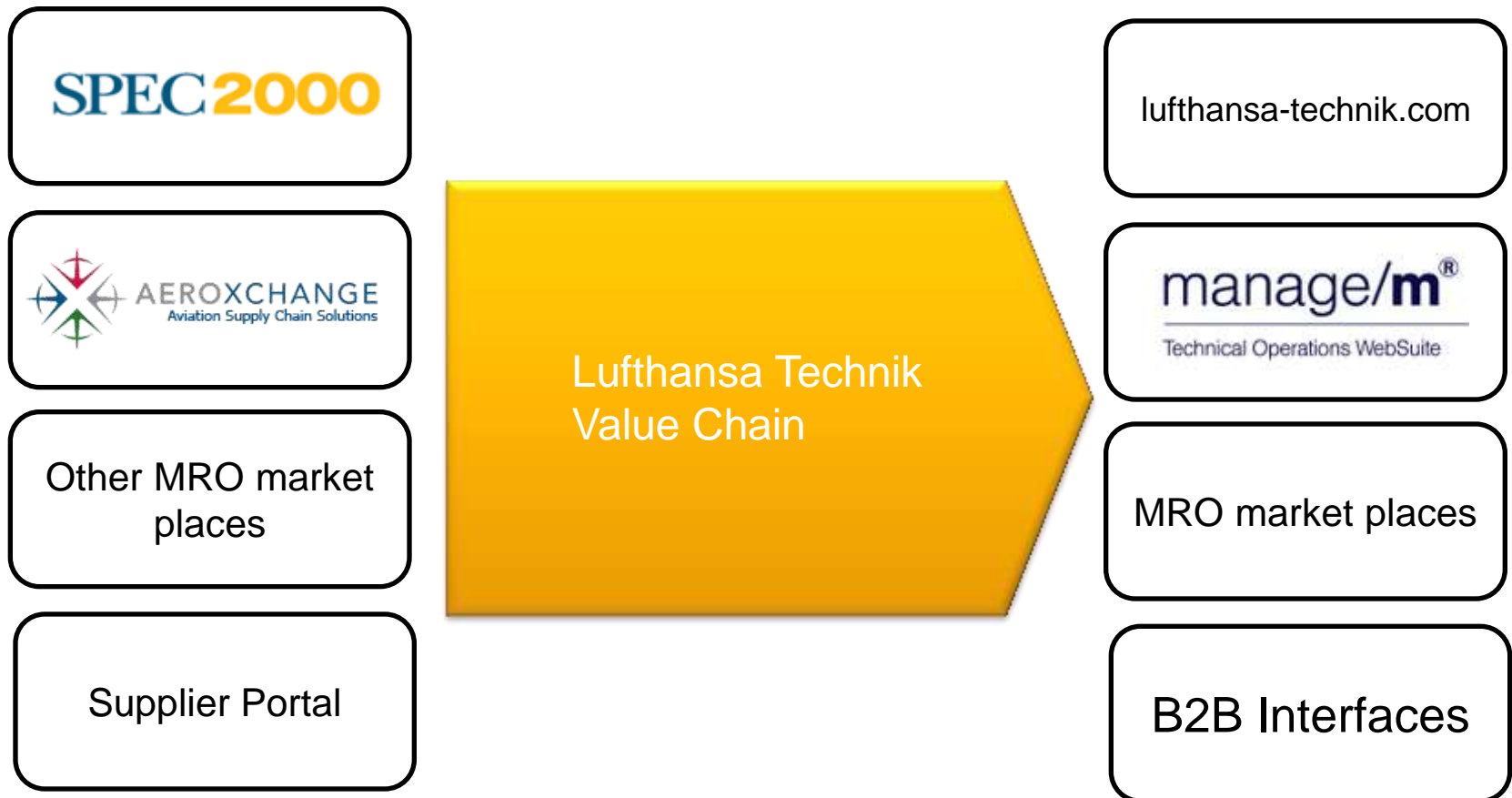


FAA

Business-to-Business Communication Enabling joint Processes



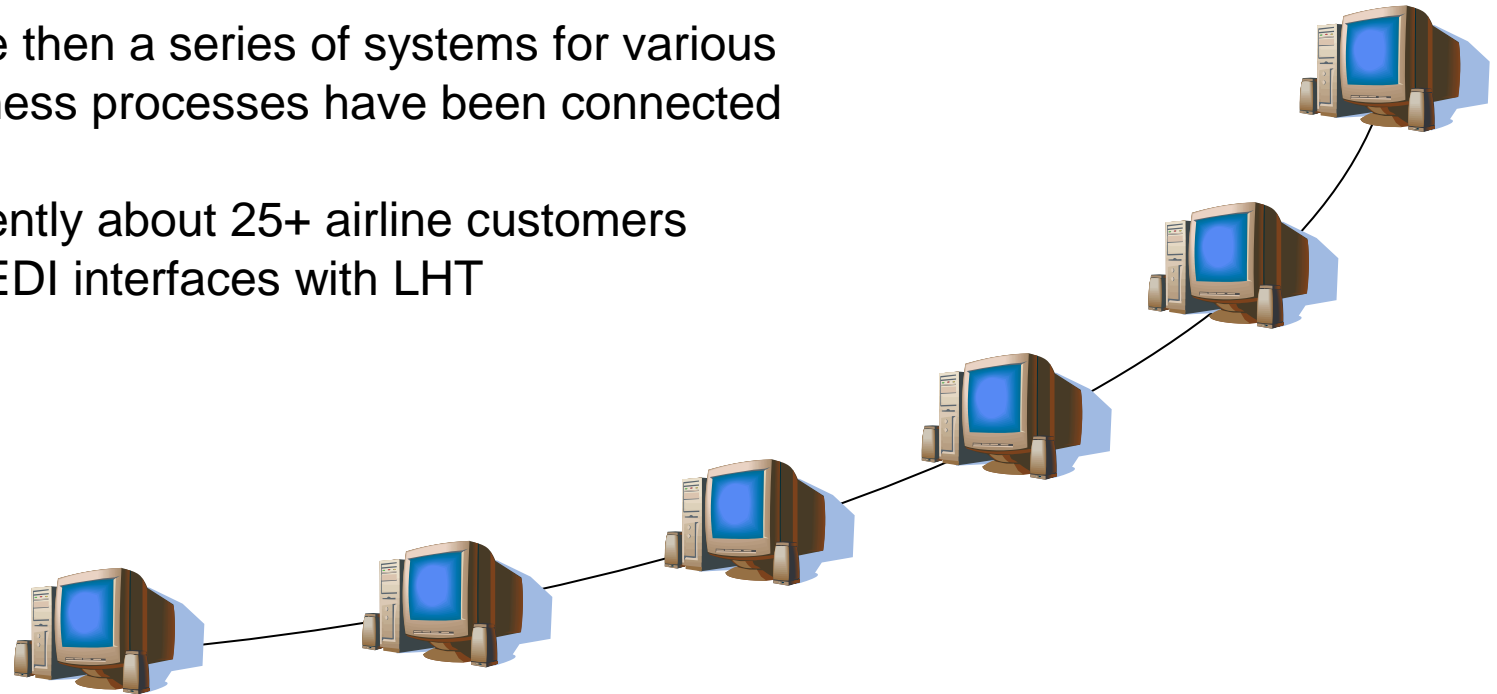
Business-to-Business Communication Supplier and Customer side Solutions



Leveraging EDI for Customer Communication

Case Study: LHT B2B Interfaces for Customers

- Iterative approach for implementing EDI Interfaces for Customers starting in ~2003
- Since then a series of systems for various business processes have been connected
- Currently about 25+ airline customers use EDI interfaces with LHT

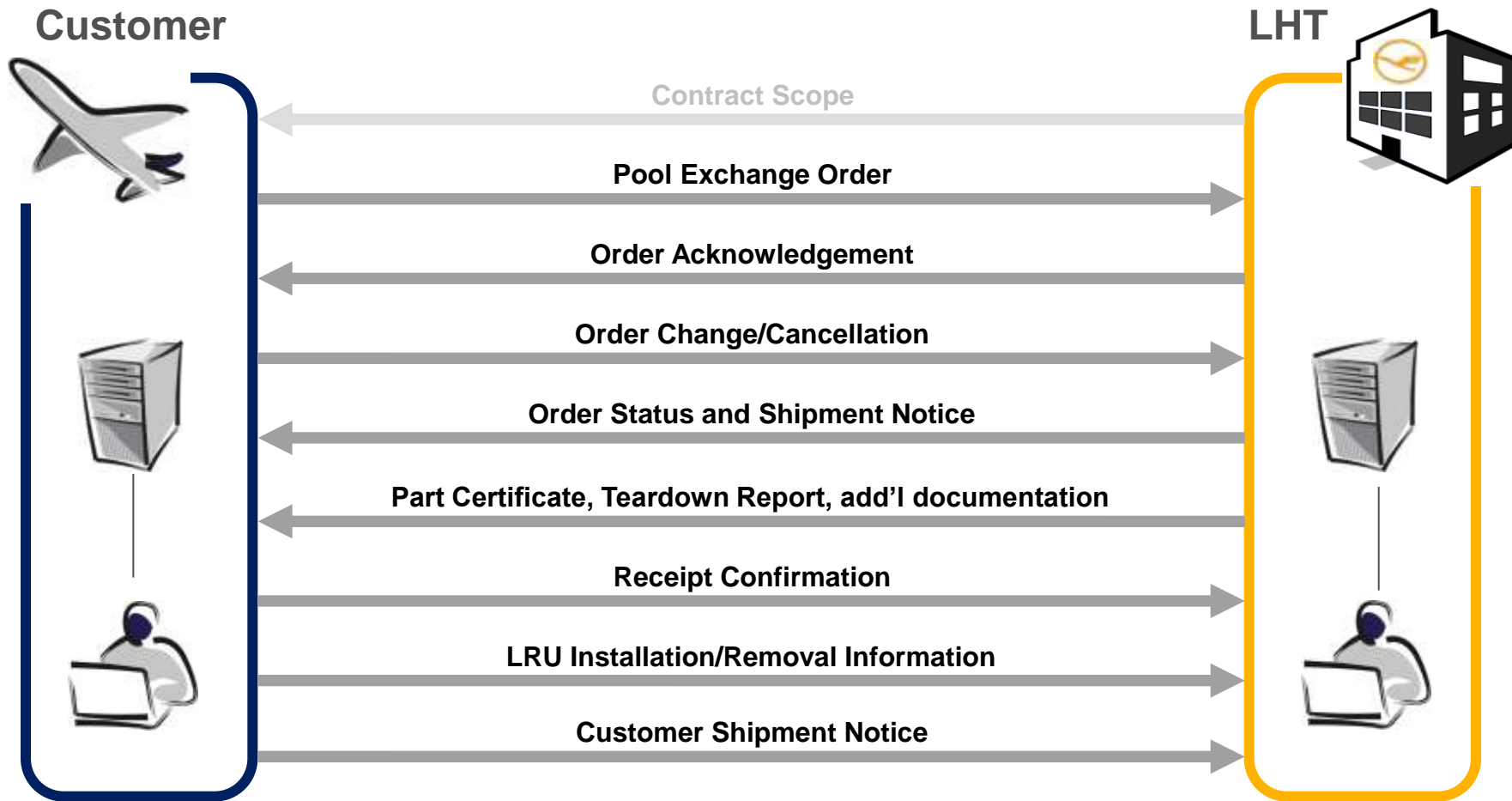


Sample Use Scenario

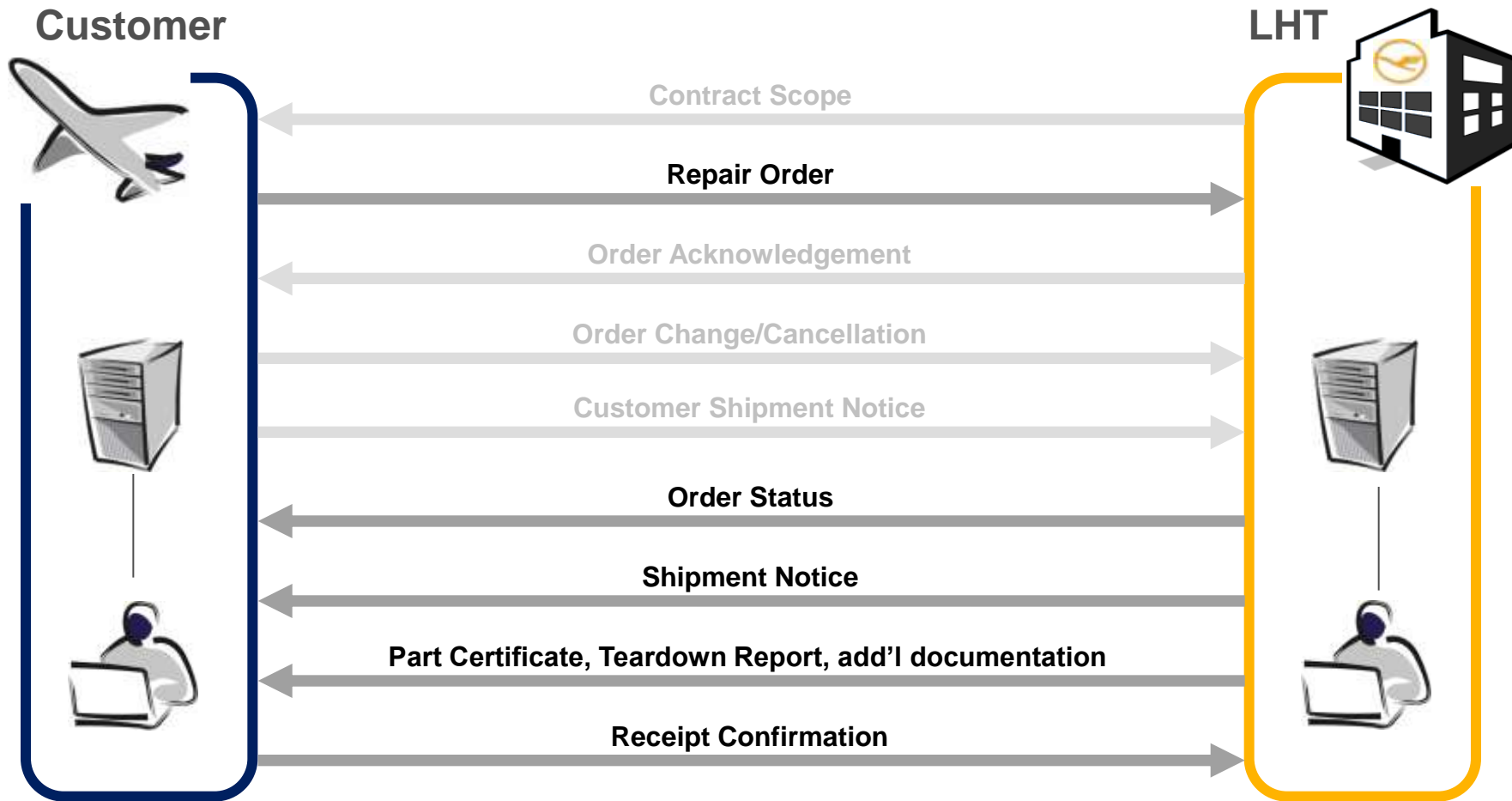
Parts Purchasing



Sample Use Scenario Component Pool Services (TCS®)



Sample Use Scenario Component Repair Services (TCM[®])



Solutions for Customers based on ATA SPEC2000 Standards



- Chapter 3 – Order Administration
 - Purchase Order Placement & Acknowledgement
 - Order Status and Shipment Advisory

- Chapter 7 – Repair Administration
 - Request for Quotation
 - Repair Order Placement
 - Order Status and Shipment Advisory
 - Teardown Report

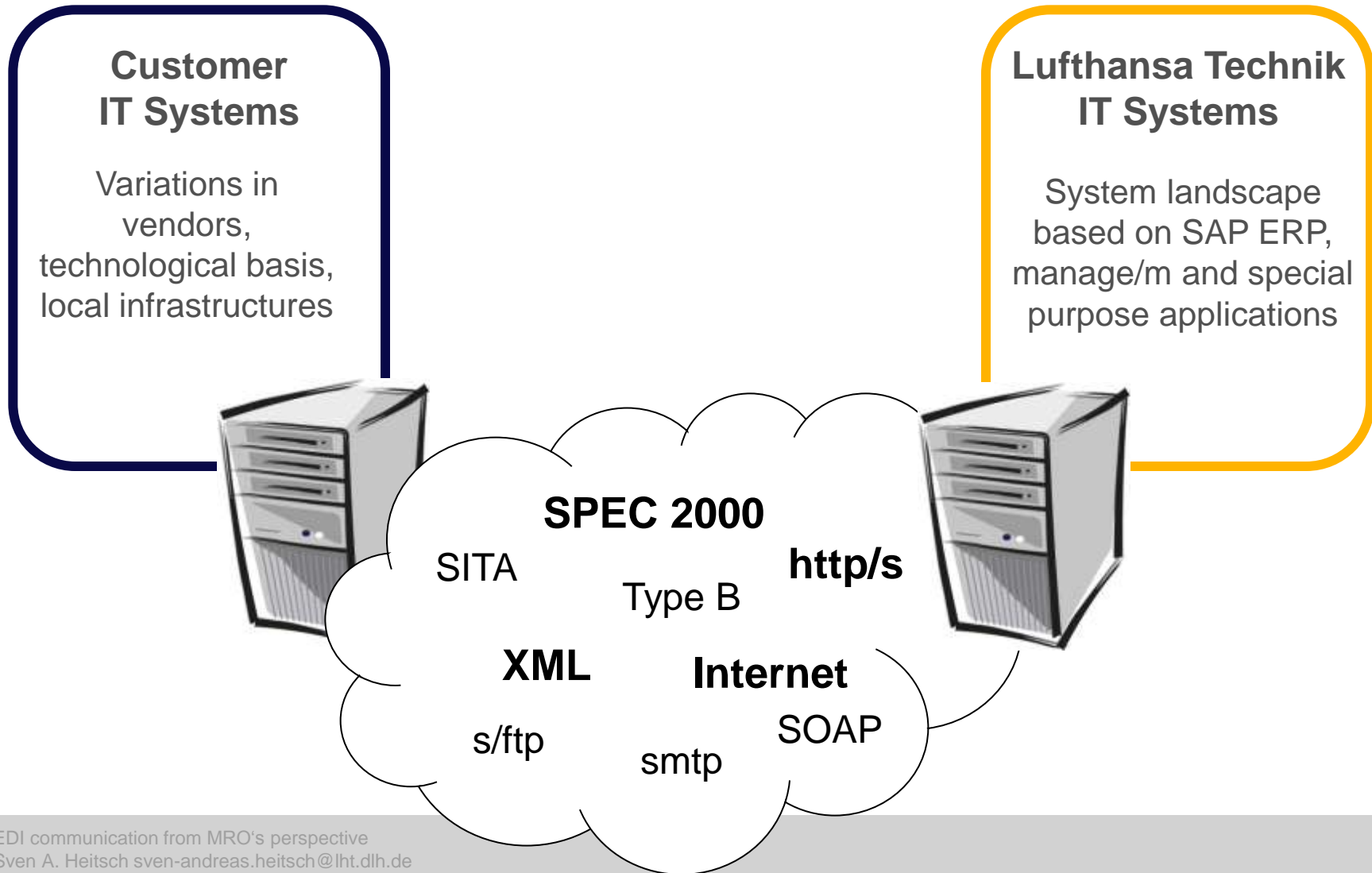
- Chapter 16 – Part Certification Data
 - Release-to-Service Certificate (informational only)

- Chapter 11 – Reliability Data Exchange
 - Aircraft Status Change Data
 - Aircraft Hours and Landing
 - LRU Removal Record

Additional SPEC2000 formats in use for purchasing and reliability reporting

Technical Challenges

Crossing technological Borders



Key success factors for implementation

- Joint commitment of all parties involved
- Alignment to existing processes
- Readiness for organisational change
- Integration with back-end systems
- Flexible technical platform
- Availability and fit of standards



Summary



- Airlines and MROs required to streamline processes and data exchange
- Technical standards and capabilities available for EDI
- SPEC2000 process model and message standards as a blue print for implementation
- Buy-in of business side is key success factor for implementation
- Value of EDI is clearly driven by integration with back-end processes

Looking forward to further fruitful discussions

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Thank you for your attention.



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