

Smart moves.



**Lufthansa Technik**  
Logistik

# LOGbook

The Lufthansa Technik Logistik Magazine

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## News & Contracts

Consumable Supply for  
Aerocontractors Company of Nigeria

## Innovation

avio.tag™ in routine operations

## Customer Relations

Logistics for a booming region –  
Branch opening in Singapore

## Services

LTL at Düsseldorf & Cologne





### Dear Readers,

Lufthansa Technik Logistik stands for movement. If you know us, you will be aware that we do much more than just plan and carry out transports from A to B. The development process that LTL has undergone to become the leading logistics provider in the aviation industry has always included factors such as growing in line with the market and having an on-site presence in key markets, that is own facilities directly at A and B.

After the extension of our service portfolio in Los Angeles over the summer, the opening of our branch in Singapore this August serves as further proof of the ongoing development of our company. LTL is thus able to keep pace in a region characterized by higher-than-average fleet growth. Our branch at the gateway to Asia provides customers with a regional partner for all the logistics solutions we offer. Now that we have laid the foundation for providing services on-site, we see great opportunities for growth in Asia.

But LTL's solid international growth would not be possible without the trust of our customers. For that, I would like to say a special word of thanks to you. In this spirit, I hope you find this latest issue of LOGbook both interesting and gainful for your business.

Kind regards,

Martin Schamberg  
Director Business Development & Sales

## efficient c – Consumable Supply

# Complete consumable supply for Aerocontractors

▶ **Lufthansa Technik Logistik has been selected by Aerocontractors Company of Nigeria Ltd. to provide full consumables provisioning service (c.all) that covers the planning and procurement of consumable supplies plus the organization of routine and ad hoc provisioning. The Nigerian passenger airline operates a fleet comprising several Bombardier Dash 8 Q300s and Boeing 737-400/-500s from its home base in Lagos and flies both domestic routes within Nigeria and to international destinations in West Africa.**

The agreement between Aerocontractors Company of Nigeria Ltd. and Lufthansa Technik Logistik is based on a detailed initial provisioning study that benefited from LTL's extensive experience by serving 750 customers worldwide. In this way a tailored solution geared specifically to this fleet and to the airline's operating conditions was developed. The IP provisioning for the customer is intended to cover normal material requirements arising in connection with planned

maintenance and overhaul work on-site and to avoid aircraft on ground (AOG) situations in routine operations. In addition, LTL Customer Support will be available to the customer 365 days a year on a 24/7 basis, ensuring that any non-routine items outside the scope of the IP list can be provided at short notice when needed.

Under the c.all contract (see product details on page 5), which runs until August 2013 and is geared towards a long term support, Aerocontractors Company of Nigeria Ltd. will benefit from an extensive service that also enables it to optimize its costs. The supply portfolio identified specifically for this customer will reduce the complexity of the airline's purchasing and, amongst other things, cut its overall transport and logistics costs through consolidation. At the same time access to LTL's extensive inventory will guarantee high material availability and security of supply, while the optimized provisioning recommendations will ensure that the customer is able to minimize the amount of capital tied up. ▶

## At the top management level

# Exchange of experiences with Lufthansa Cargo

▶ **In May 2011, representatives of Lufthansa Technik Logistik and Lufthansa Cargo (LCAG) met in Hamburg to exchange experiences at the top management level. Participants included Karl Ulrich Garnadt (Chairman of the Executive Board and CEO of Lufthansa Cargo AG), Dr. Karl-Rudolf Rupprecht (Executive Board Operations), Thilo Schäfer (Vice President Global Handling), Guido Baldus (Project Manager of Future Cargo Hub Frankfurt), and Dr. Roland Schütz (Chief Information Officer of Lufthansa Cargo). The event began with a comprehensive overview of Lufthansa Technik Logistik by Managing Director Andreas Meisel, followed by presentations on the use of innovative technologies such as RFID in logistics environments.**

The meeting served primarily to exchange experiences in the area of RFID and identify possible synergies between the two companies, since RFID is an important part in the supply chain optimization of both. The use of RFID tags in logistics simplifies and speeds up processes and improves data quality. Both companies are

working on the use of RFID with the aim of optimizing their logistics processes. Over the last few years, Lufthansa Technik Logistik (LTL) has developed a unique RFID tag that fulfills the airworthiness requirements of the aviation industry. The transponder is permanently attached to components, whose information can then be read by a reading device even without direct physical access to the aircraft spare part. One of Lufthansa Cargo's important strategic goals is digitalized mapping of freight flows. In addition to the exchange of electronic and automatically generated reports on shipment status and transport paths, LCAG is focusing on converting paper-based shipments to electronically based shipments.

RFID has great potential as an efficient technology for automated freight tracking, particularly in cargo hangars and between customers and Lufthansa Cargo. In the exchange of experiences on RFID, LTL was able to illustrate how this technology can support Lufthansa Cargo's goals. Thus the event was an important and useful exchange for both companies to learn about the use of RFID in different divisions, and will be continued in the future. ▶

## Logistics for Lufthansa Technik Sofia

# Top logistics for base maintenance

▶ **Lufthansa Technik Logistik (LTL) and Lufthansa Technik Sofia (LTSF) signed an agreement, stating that LTL will take over complete transport management for this Lufthansa Technik Group base maintenance facility in Bulgaria. With the new agreement LTL has become an important partner for yet another company in Lufthansa Technik Group's base maintenance network as LTL already provides logistics support for Lufthansa Technik Malta, where it has its own facility since 2008.**

The LTL service portfolio for Lufthansa Technik Sofia includes the entire transport management. In addition, LTL will ensure ongoing optimization regarding the selection of the most suitable means of transport and service provider, and the identification and exploitation of synergies within the net-

work of Lufthansa Technik Group overhaul facilities. These services will be complimented by a monitoring and controlling system that offers LTSF not only information on the status of its shipments, but also a transparent picture of the logistics performance. A central contact partner will be established at the customer site in Sofia to guarantee an optimum adaptation of LTL's services to the needs of Lufthansa Technik Sofia.

Prior to signing this agreement, Lufthansa Technik Sofia had managed its transport logistics on its own. The first step of the new project with LTL was the conception stage, during which all transports from Sofia were evaluated and analyzed by LTL's transport specialists. Subsequently, a trans-



port concept was developed that precisely fits to the transport volume and the lane structure of LTSF. LTL's implementation of this service package will result in reductions in transport costs and improvements in performance that are noticeable and measurable for the customer. Finally, fast and simplified billing will ensure improved transparency in transport costs.

With these measures, Lufthansa Technik Logistik secures optimal and continually optimized transport support for Lufthansa Technik Sofia. ◀

## Lufthansa Technik Logistik America

# On growth path in Los Angeles

▶ **Lufthansa Technik Logistik America (LTLA) has been extending its network of branches in the USA continually in order to maximize proximity and availability to its customers and ensure that it can meet their demands. In July 2011, the facility in Los Angeles (LAX) has been established as a logistics station offering a 24/7 service.**

Since the start of operation in 2007, the facility Los Angeles (LAX) has been a line station for Virgin America (VRD) and has provided the basic logistics services for this customer. The LAX branch has been established as a third main base to meet the requirements of the customer. The new station is in addition to the existing main bases in New York (JFK) and San Francisco (SFO) and offers the full range of logistics services. The implementation of the new facility started in February this year and was finished in the beginning of July. Now the employees realize a 24/7 service. Along with the handling of all logistic functions, e.g. goods receiving, material issuing, ramp

service and shipping, LTLA ensures fast and reliable processes with a state-of-the-art IT set-up.

The extended warehouse, having direct access to the apron of the LAX airport,



enables the handling and storage of aircraft components as well as consumables and expendables, wheels, brakes and cabin material for VRD and other customers.

With the establishment of LAX, LTLA confirms its position as the specialist for aviation logistics in the North American market. As with Lufthansa Technik Logistik (LTL) as a whole, LTLA provides more than standard

physical transport on a regional level. Its diverse portfolio of services has been developed to fulfill the specific requirements of its customers and the demands of the U.S. market. It offers fast and reliable transport management, material sourcing, customs brokerage, organization

and optimization of repair cycles, warehouse and distribution centers, and worldwide 24-hour service. ◀

## Radio frequency identification

**avio.tag™ in routine operations**

▶ For the first time, an aircraft component is being serially equipped with the RFID transponder avio.tag™ developed by Lufthansa Technik Logistik. nicemate™, a component of Lufthansa Technik's integrated cabin management system nice® HD, will now be delivered with the tag installed.

nicemate™ is the first device from the new series of nice® IFE and cabin management systems from Lufthansa Technik to be fully equipped with an RFID transponder. The first aircraft ever to receive a nicemate™ installation, a Global Express, was modified by Lufthansa Bombardier Aviation Services (LBAS) and is in flight operations now. nicemate™ is a small, light-weight multi-tasking unit that allows secured data exchange and can host multiple, simultaneously running applications on the nice® system network. Possible applications of nicemate™ include cabin diagnostics, remote support, and nice remote, a remote control option for the nice® system that runs on a personal Apple device.

Other devices for the nice® HD series are scheduled to follow, and the Innovation business unit of Lufthansa Technik intends to equip each newly developed device with an RFID tag. As of 2013, all



Bombardier Learjets of the 85 types and the Challenger 300 will be equipped with the nice® HD system, and thus also have LTL's RFID tag on board. The transponder simplifies component maintenance and logistics processes for both the aircraft's operator and Lufthansa Technik as manufacturer.

avio.tag™ is the first RFID tag to satisfy the demanding requirements of maintenance operations in the aviation industry. It allows contactless radio identification of unambiguous device data over a distance of several meters. The transponder can be used for accurate configuration control, real-time location tracking and automatic data collection for the improvement of data quality. It can also be used to authenticate aircraft parts without requiring physical access to them. avio.tag™ was developed by Lufthansa Technik Logistik in cooperation with project partners Harting, Lufthansa Systems and the Center for Intelligent Objects at the Fraunhofer Institute for Integrated Circuits. ◀

**efficient c – Consumable Supply****Consumables and expendables for SunExpress Deutschland**

▶ As part of a Total Technical Support contract (TTS®) concluded between Lufthansa Technik AG and the newly founded SunExpress Deutschland GmbH, Lufthansa Technik Logistik (LTL) will assume responsibility for the complete routine and ad hoc provision of consumable and expendable material for line maintenance of SunExpress aircraft.

"In addition, Customer Support will be available to SunExpress 365 days a year, around the clock (24/7). This and LTL's network throughout Germany will ensure

that non-routine material needed in the event of an AOG (aircraft on ground) situation can be provided on short notice," notes Seven Domke, Director Consumables Supply at Lufthansa Technik Logistik, in describing important customer benefits of the contract.

SunExpress went into business on June 8, 2011 with three Boeing 737-800 aircraft at the German hubs Frankfurt am Main and Stuttgart. Beginning with the winter flight plan, three additional aircraft will go into service, flying from Germany to destinations in Turkey and northern Africa. ◀

## LTL's products

**Smart moves – Pr**

▶ Since the very beginning of aviation, planes have only been as good and reliable as the spare part logistics that keep them in motion. And as the leading logistics provider in the aviation industry, LTL has taken this idea to its logical conclusion. The idea of motion has a place not just in the company's current claim, but also in its newly conceived product branding

**in to move – Warehousing Solutions**

For LTL, warehousing is not just storage. Spare parts come into a warehouse in order to be moved – in intelligent steps that are based on LTL's unique aviation experience and its locations right next to flight operations around the globe.

**a to b – Transport Solutions**

For LTL, the shortest path from a to b requires thinking from a to z. It is the best way to ensure that customers get exactly the routes in LTL's international transport network that meet their needs.

**efficient c – Consumable Supply**

Because we look after more than 2,000 aircraft a year, at LTL we are familiar with the precise consumables requirements for every common aircraft type. LTL offers a portfolio based on its customers' existing, required supply structures, and ranging from contractually non-binding ad hoc supply to complete consumables supply management.

# Product Branding

**within the three central product lines  
Transport Solutions, Warehousing  
Solutions and Consumable Supply.**

With more special knowledge, skills and experience than any other aviation logistics provider, LTL knows first-hand that the industry is constantly in motion. That's why it has created a portfolio of services that are modular and can be individually combined.

Merging best-practice principles with the focused development of innovative ideas and solutions ensures the highest standard of security, reliability and quality in material movements.

This in-depth understanding of the needs of the MRO and airline industry customers is also expressed by the names of the LTL products. But see for yourself!



• Inbound services

LTL goes all the way to the plane for its customers – literally: LTL collects the shipment directly from the crew of the aircraft that delivers it. Out on the ramp, where not everyone's allowed to go. In accordance with aviation law, our specially-trained staff checks that your materials have valid certificates, since materials cannot be transported in the MRO industry if the required certificates have not been correctly filled in or checked by someone with the necessary expertise.

• Operation management

With warehouses located inside airport security areas, LTL is always in view. This enables support for customers directly on site, with total warehouse space of 65,000m².

• Outbound services

Slotting the transport of goods directly into the customers' processes allows us to change supply chain priorities anytime – even if the parts are already in motion. For parts that need repairs, LTL coordinates the transport directly to the repair station, thus

reducing turnaround times. If an urgent shipment is needed, LTL delivers the parts personally, all the way to the aircraft.

• Special service

Allowing LTL to take care of what needs to be done allows customers to concentrate on their work. For example, LTL can develop a concept for new warehouse sites – including the layouts, equipment or staffing – based on the customer's basic maintenance, fleet and flight schedule data.

## b.easy

routine transport

For customers who need simple, cost-efficient transport, b.easy offers reliable shipping with intelligent on-demand scheduling.

## b.fast

time critical-transport

If the need for a part becomes urgent, b.fast speeds up the transport any time. Even standard LTL transports offer the option of flexibly changing the status or destination of a shipment.

## b.first

AOG transport

In an AOG situation, rapid, focused action has the highest priority. LTL can take care of it with an experience borne of thousands of AOG deliveries every year and the knowledge of what every minute means in a situation like this.

## b.special

engine transport

Transporting an engine is a special service. Moving more than 1,000 engines every year allows LTL to offer customers the security and routine needed for their engine transports.

## C.now

ad hoc consumable supply

If customers would like to buy material on an ad hoc basis, LTL offers immediate access to consumables and expendables. Customers profit from a network of more than 1,000 suppliers and the largest warehouse for consumables and expendables in Europe.

## C.more

classic consumable supply

This is the product for customers looking for greater planning security and cost control for their material supply. LTL can supply the part numbers on a specified part list at optimal conditions, and with an Initial Provisioning Study, it can even help to create that list.

## C.all

integrated consumable supply

If a customer's goal is long-term reliability in supply with minimum work for the own organization, LTL will take on all the planning, procurement and organization involved in a complete supply of consumables and expendables with its most comprehensive product. ◀

### Comprehensive fleet modification



## seats sustain LTL performance

► Lufthansa's New Europa Cabin project is on the home stretch! As of the end of August 2011, 21,751 seats were installed at Lufthansa Technik Group's eight base maintenance sites across Europe – a number that amounts to 80 percent of the aircraft to be retrofitted. When the project is concluded, Lufthansa Technik will have installed a variety of cabin parts and a total of 27,044 seats in the 167 aircraft of Lufthansa's European fleet. The most recent highlight was the conclusion of the cabin conversion of Lufthansa's Boeing 737-500 (55 aircraft) and A319 (22 aircraft) fleet.

LTL takes on the coordination of all the transports Lufthansa Technik needs to see the project through, working on the basis of Lufthansa Technik's base maintenance plan and the production plan provided by the seat manufacturer, Recaro. The LTL project team can already point out successfully the reliable supply of layover material, precisely coordinated with each of the eight facilities at which the aircraft retrofits are taking place. In addition, the team has succeeded in realizing savings in transport costs for Lufthansa Technik through its three-warehouse concept, the high number of consolidations, and optimal planning of truck transports. ◀

### Singapore branch office opening

## Logistics for a booming region



► **“The establishment of a branch office in Singapore means that Lufthansa Technik Logistik is keeping pace – visibly and for the benefit of its customers – with the increasing demand for aviation logistics in Asia,” explained Andreas Meisel, Managing Director of LTL, at the branch office opening ceremony in Singapore at the beginning of August 2011.**

With one of the highest fleet growth rates worldwide, Asia is expected to enjoy the second highest growth worldwide and to be one of the fastest-growing maintenance, repair and overhaul (MRO) markets as well. As a location, Singapore has a particular role to play in Asia's economic development. Factors such as its strategic location, a competitive workforce, the pro-business environment and future-oriented economic policies have enabled Singapore to become literally the world's gateway to Asia.

### Gateway to the Asian region

Together with the other Lufthansa Aviation Group companies, Lufthansa Technik

Logistik anticipated the significance of this Asian metropolis for the region early on, and has maintained a representative office for several years as a base for looking after customers across Asia. However, the continual increase in Asian customer demand for direct access to LTL's portfolio led to the company's decision to expand its time-limited local presence into a branch office. With this step, LTL has committed itself to provide operational services on-site.

The branch office acts as a regional contact partner for all products within LTL's portfolio: Warehousing Solutions, Transport Solutions and Consumable Supply. Current projects provide ample evidence of the growing importance of LTL for customers in the region, whether airlines or MRO companies.

### Connecting Asia to the world

To begin with, LTL provides comprehensive logistics services for the Chinese MRO company Ameco Beijing. This business coverage includes worldwide transportation services for aircraft parts covering the entire outbound and inbound logistics traffic at

**LTL has maintained a representative office in Singapore for the last few years, but now the leading aviation logistics specialist has opened its own branch at this important gateway to Asia. The new office ensures that here, in the heart of a region with above-average growth, LTL can offer its customers direct access to its entire portfolio of services.**



Beijing Capital International Airport (BJS). Two flow management experts facilitate the daily shipment flow, monthly shipment reporting and tracking and coordination.

#### **In demand across Asia-Pacific**

LTL has been responsible since 2006 for handling the transport of valuable engine blades and vanes from locations all over the world, delivering them to the joint venture Airfoil Services Sdn. Bhd. (ASSB) in Malaysia, a specialist in blade repair, and back again to their owners. The main focus of ASSB is to redeliver engine parts to the customer within short turnaround times. This meant that the company needed a quality logistics system that mirrors its own innovative approach in every respect to ensure that the blades reach their destination at the right time. By managing and handling the transport of serviceable and unserviceable blades to and from ASSB, and by connecting Singapore, New York, Frankfurt and Hamburg with the Malaysian facility on both a routine and ad hoc basis, LTL has proven to be a reliable partner in ASSB's supply chain.

Since the beginning of 2010, LTL has been responsible for transport services for aircraft spare parts from Thai Airways' facility in Bangkok to its European suppliers and repair locations and vice versa. The service package from LTL comprises the physical transport, coordination and control of material flows of aircraft spares for Thai in Europe, including all import and export handling, with a transport concept dovetailed to Thai Cargo's requirements.

In 2010, LTL also concluded the challenging implementation of a new consignment store for LTQ Engineering in Australia. Here, LTL applied its considerable expertise to optimize the transport concept and on-site warehousing for the Australia-Pacific region. The project included organizing the relocation of a high number of part numbers from Germany to a new warehouse in Melbourne and taking responsibility for adapting the IT systems and defining the logistics processes. The new consignment store significantly reduces turnaround times and ensures high material availability on site.

Most recently, Nok Air has decided in favor of a complete consumables and

expendables supply with LTL's product c.all (see page 5 for detailed product information) as part of a Lufthansa Technik Total Support contract (TTS®). Starting in November 2011, LTL will supply consumables and expendables to Nok Air's main base in Bangkok for a fleet of Boeing 737 NG aircraft scheduled to begin operation as the result of a planned fleet rollover.

#### **Next-door neighbor in Asia**

Clearly, Lufthansa Technik Logistik's expertise is in demand from customers across the Asian region. And not least thanks to the new branch office in Singapore, the list of satisfied customers in Asia will grow quickly. ◀



**Opening ceremony with LTL's team in Singapore.**

Warehouse management and transport services

## Super logistics for the Superjet 100



► **Lufthansa Technik Logistik (LTL) plays an important role in after-sales services for SuperJet International (SJI) and its customers worldwide. Two years ago, SJI signed a contract with LTL covering warehouse management services, and meanwhile the company has also entrusted transport services to LTL.**

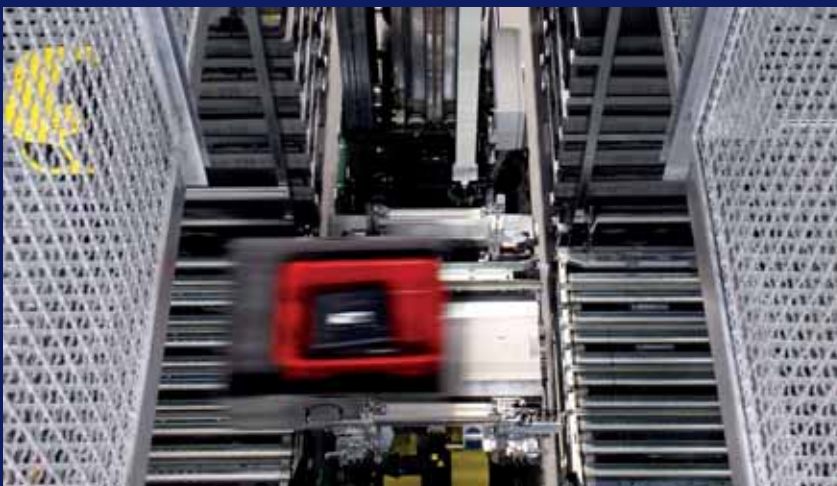
Order numbers for the Sukhoi Superjet 100 (SSJ100) aircraft are stepping up,

and the partnership between SuperJet International and Lufthansa Technik Logistik has also reached a new stage. Under a contract extension, LTL will supplement the warehousing service it already provides in Frankfurt by taking over transport for SJI's after-sales services, thus ensuring rapid and reliable spares provisioning for customers with SSJ100 aircraft. The agreement covers the transport of material from suppliers in France, Switzerland, Germany, the United

Kingdom and the USA to the Lufthansa Technik Logistik warehouse in Frankfurt and from there to SSJ100 operators. It includes not just routine transports, but also ad hoc support in case of an aircraft-on-ground (AOG) situation.

Two years ago, the company was contracted by SJI with worldwide spare parts logistics distribution at Frankfurt International Airport. Parts from the SuperJet International component pool are kept in stock at LTL's new fully automated warehouse. Lufthansa Technik Logistik's IT solutions have been integrated into SuperJet International's order management system. Customers also can take advantage of the dedicated AOG desk, with its 24/7 service for SSJ100 aircraft.

"With our extensive experience in transporting aircraft parts, we can ensure fast material availability. In this way, the contract extension to transport services supplements the already existing comprehensive warehouse management services agreement perfectly," stated Martin Schamberg, Director Business Development & Sales of Lufthansa Technik Logistik.



The LTL warehouse at Frankfurt Airport is the central material pool for provisioning.

## “Ensuring our after-sales services”

LOGbook spoke to Carlo Logli, Chief Executive Officer of SuperJet International, about the partnership of the two companies and future challenges.

**LOGbook: The partnership between SuperJet International (SJI) and Lufthansa Technik Logistik (LTL) started in 2009 with the signature of an LOI for spare parts logistics. How is the co-operation working so far?**

**Carlo Logli:** It was a challenging project for both companies, but with an excellent result. We established an integrated platform linking the SJI material management system to LTL's warehouse management module. All incoming and delivery orders can be managed in real time, allowing us to dispatch materials for our customers on short notice and with guaranteed transit times. The support we received for our launch customers Aeroflot and Armavia was additional proof of the importance of the cooperation.

**LOGbook: What role does LTL play in SuperJet International's after-sales process?**

**Carlo Logli:** Lufthansa Technik Logistik has an important role in ensuring our after-sales services. Warehouse feeding according to the defined Initial Provisioning Program has already begun; we've already received about 200 part numbers and expect to reach a total volume of 600 different part numbers with more than 800 items by the end of this year. These figures will increase on a monthly basis with the delivery of aircraft to satisfy the requirements of customers with a SuperCare agreement – the modular SJI after-delivery service program based on a per-flight-hour approach for pool service, LRU repair, home base stock and repair of major elements.

**LOGbook: What are the next major steps in the cooperation?**

**Carlo Logli:** Following the contract for warehousing services in Frankfurt, we finalized another important agreement for transportation services that will enable SJI to realize a more complex and integrated supply chain. We use the services of Lufthansa Technik Logistik to feed the



**Carlo Logli, Chief Executive Officer of SuperJet International**

Frankfurt warehouse from suppliers and repair stations, for receiving and warehouse management as well as the final distribution to the end user. Support from Lufthansa Technik Logistik allows us to answer individual customer requests effectively and competently. I'm already looking forward to new projects that will strengthen our partnership even further.

### Perfect logistics right from the start

Lufthansa Technik Logistik has been supporting SuperJet International with services for its after-sales requirements right from the start. The LTL warehouse at Frankfurt Airport is the central material pool for provisioning. The first shipment with part numbers for the Sukhoi Superjet 100 arrived in March 2011 and others followed without a hitch in April.

Aircraft deliveries to launching customers Armavia Air Company at Yerevan Airport in Armenia and Aeroflot Russian Airlines at Sheremetyevo International Airport in Moscow were also the starting point for the logistics services provided by LTL. The first Sukhoi Superjet 100 was delivered to Armavia on April 19, 2011. "This represented a key milestone in the SSJ100 project and the beginning of commercial operation and full-scale serial production," states Carlo Logli, Chief Executive Officer of SuperJet International. The aircraft was put into operation only two days after the delivery in a flight from Yerevan to Moscow Sheremetyevo with 96 passengers on board. "In the first month of operation, the SSJ100 had 98 percent dispatch reliability,"

says Logli. Only two months later, the first Sukhoi Superjet 100 was delivered to Aeroflot and completed its first passenger revenue flight for the airline from Moscow to St. Petersburg.

### Fast and reliable material availability

A major reason for the need for warehouse and transport services is the comprehensive integrated lifecycle solution SJI offers its customers. "SuperCare" is a per-flight-hour program developed with the aim of maximizing aircraft availability to operators and optimizing their maintenance and associated administrative costs. Fast and reliable material availability is a key factor in providing these services. "For material transports, SuperJet International and its customers can rely completely on our worldwide network of partners, locations and agents," emphasizes Martin Schamberg from LTL.

And Lufthansa Technik Logistik is keeping pace with the development of its partner: In 2012, SJI will begin deliveries to the Mexican airline Interjet. A new spares distribution center will be opened at the existing Lufthansa Technik Logistik warehouse in

Florida to serve as the logistics backbone for Superjet 100 operators in Latin and North America.

So far, the Sukhoi Superjet 100 has won 170 firm orders, and 13 aircraft are scheduled for delivery by the end of 2011. For all SSJ100 customers, Lufthansa Technik Logistik's efficient transport management will assure rapid material provisioning right from the start. 🌟

### SuperJet International

Joint venture between Alenia Aeronautica (51%) of Italy and Sukhoi Holding Company (49%) of Russia  
Headquarters: Venice, Italy  
Chief Executive Officer: Carlo Logli

#### Portfolio

- Marketing and sales for the Sukhoi Superjet 100 family in Europe, the Americas, Africa, Oceania and Japan
- Training services
- Worldwide customer services
- Design and development of VIP and cargo versions



## LTL in DUS and CGN

# Successful duo

► With its facilities at the Düsseldorf (DUS) and Cologne/Bonn (CGN) airports, LTL is situated right in the middle of the largest economic area in Europe – the metropolitan Rhine-Ruhr region. It's an ideal location for optimally meeting the needs of its multi-faceted customer base, which includes large established airlines, low-cost carriers, regional airlines and the governmental fleet of the Federal Republic of



Germany. In both locations, LTL is able to integrate a wide variety of customer processes highly efficiently while keeping its shift staffing requirements lean.

Together, the logistics sites Düsseldorf and Cologne form Lufthansa Technik Logistik's branch West in Germany. Although Düsseldorf and Cologne traditionally position themselves as rivals during the "foolish season" of German carnival, when it comes to logistics services they pull together as a very successful duo. Yet even though the two are geographically close, their airport sites have different focuses in terms of customers and operations.



## Düsseldorf – Short distances and high availability

Metropolitan Düsseldorf has a total catchment area of some 23 million people and businesses that reflect the complete spectrum of industry. The area has developed very positively over the last ten years, and this development has benefited both the aviation industry in Düsseldorf and LTL's customers there.

The airport itself has been enlarged, and Lufthansa Passage Airlines has markedly extended its flight operations to and from Düsseldorf. Originally Lufthansa had only six short- and medium-haul aircraft stationed here. Today that number has grown to fourteen, with an additional three A330 long-haul planes. As a result, LTL's customer and parent company Lufthansa Technik has expanded its maintenance activities in Düsseldorf, and in consequence LTL is also more strongly involved here through its work for Lufthansa Technik.

LTL has also charted growth as a result of the increase in maintenance work for Lufthansa's widebodies in Düsseldorf and the respective increase in large aircraft components warehoused at this airport. Fleet expansion and the stationing of long-haul aircraft in Düsseldorf have likewise resulted in

extensions to the spectrum of services. Now, the necessary material, tools and kits for maintenance events all the way to A-checks are supplied here, and material can even be received directly from the arriving passenger aircraft (Equipment in Compartment).

Another Lufthansa Group airline, the regional carrier Eurowings, has moved its headquarters to Düsseldorf: in addition to aircraft stationing and airline administration, Eurowings has established an important maintenance site here. In immediate proximity to this maintenance operation, LTL's efficient workflows ensure same-day processing of Eurowings' complete Düsseldorf logistics in a spectrum of services ranging from incoming goods to direct shipment of unserviceable components to their respective repair shops, all the way to tool and material issue. Just like Lufthansa Passage, Eurowings needs on-site logistics that are reliable and fast. "We meet these demands by ensuring rapid material availability through short distances. For example, we are working in Eurowings' maintenance hangars at the airport," notes Marco Maruhn, Head of LTL's branch West. In Düsseldorf, LTL ensures supply for two maintenance halls, warehouse storage of approximately 1,200 m<sup>2</sup> and two tool issue stations with an inventory of some 7,000 tools. Customer Logistics Service and the warehouse control center work closely together to ensure optimal supply.

### Cologne – Efficient, flexible supply

The other part of LTL's branch West is at Cologne/Bonn Airport (CGN). Just 60 kilometers from Düsseldorf, Cologne is a popular European airport for regional airlines like Lufthansa CityLine and low-cost carriers such as Germanwings. But as one of the few airports with no prohibition on night flights, Cologne is also the third largest air freight transshipment site in Germany, and has been the airport of choice for government aircraft and flights for many years.

In the area of component pool supply in particular, LTL's importance for airlines in Cologne has emerged very clearly: the company began with three employees who looked after a handful of regional pool customers, mostly regional aircraft operators. Today, LTL has a customer base of more than 20 and 55 LTL employees who ensure complete coverage worldwide of serviceable parts for regionals plus routine, ad-hoc and AOG supply. An important cornerstone of LTL's services in Cologne consists of providing customers with parts

from the spare part pool and managing the transport of unserviceable parts to repair sites.

LTL also plays a special role at Cologne/Bonn as a strategic logistics partner to Lufthansa CityLine (CLH). Since early 2010, LTL has been responsible not just for warehouse management at Lufthansa CityLine's warehouse in Cologne, but also for transport management and thus the entire physical spare parts logistics for the airline. Among other things, LTL processes the transport of unserviceable parts from CGN to repair sites. In Cologne/Bonn, LTL works closely with the LTL warehouse in Munich, which is the most important hub both for CityLine and for Lufthansa Technik's central spare part pool for regional aircraft.

At CGN, LTL operates Germanwings' largest material warehouse in Germany. Here as well, shipment of unserviceable parts and station supply for routine and AOG events at all German stations are among the services LTL provides for the low-cost carrier. LTL also assumes responsibility for both technical and commercial receiving processes on Germanwings' MRO IT platform (AMOS) and manages the supply of material and the material returns for C-checks for the various sites at which Germanwings' fleet is maintained.

LTL also operates a warehouse at Cologne/Bonn with nearly 400 m<sup>2</sup> of space from which it supplies the fleet of the German Federal Ministry of Defence with LRU's and consumables. The government's new short- and long-haul fleet will consist of two A319, two A340 and four Global 5000 aircraft when the last machine is handed over in fall 2011. LTL will provide up to 740 part numbers in expendables and 120 part numbers in liquid consumables for each of these aircraft types.

### LTL in DUS

Founded	2001
Warehouse area	1,200 m <sup>2</sup>
Staff	40
Material movements 2010:	
Admissions into warehouse	28,366
Retrievals from warehouse	42,998

### LTL in CGN

Founded	2001
Warehouse area	2,600 m <sup>2</sup>
Staff	55
Material movements 2010:	
Admissions into warehouse	35,848
Retrievals from warehouse	86,744

### Expertise and flexibility

The great expertise and flexibility of LTL's branch West and its employees can also be seen in its ability to provide other, very different kinds of service. One example is customs. Even customers from Africa and Asia rely regularly on LTL's know-how at Cologne/Bonn, which is Germany's fifth largest airport in terms of traffic units. For example, here LTL has been able to support African customers with customs clearance procedures, and ensure material supply even under difficult conditions. Following the earthquake in Japan in March 2011, LTL was able to assist two Japanese customers by inspecting material for radioactivity.

In both Düsseldorf and Cologne, LTL is able to integrate a wide variety of customer processes while keeping its shift staffing requirements low. The company can point to a high degree of multi-qualification among its employees, close connections to Lufthansa Technik and pool customers, and short (communication) paths as factors in the high degree of efficiency it offers, 24 hours a day, 365 days a year. ◀



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