

Managing the flow

Lufthansa Technik Logistik Services has a central role in assuring the supply chain for overhaul facilities, airlines and spare part providers. The Logistics Control Tower is the single point of contact for transportation, 24/7 availability and customized network solutions.

The ability to see all of a customer's material transport movements worldwide at the touch of a button and receive proactive information about the status of the shipments and any deviation from the planned sequence of events at all times – that's the added value that customers gain from Lufthansa Technik Logistik Services' new Logistics Control Tower. Lufthansa Technik Logistik Services began the task of centralizing and optimizing the dynamic logistics processes involved in material support for aircraft base maintenance in Sofia four years ago. Thanks to the Flow Management product it has already been possible to significantly reduce transit times and transport costs.

Dedicated team for material logistics

The Flow Management team is primarily tasked with the organization of transports and monitoring them in real time. Should any discrepancy between planned and



The Flow Management team in Sofia.

actual events occur, the team intervenes swiftly. As Nikola Karamalakov, Manager Supply Chain Solutions at Lufthansa Technik Logistik Services, explains: "What makes the service unique is that the entire team acts as central point of contact for customers, shippers and freight forwarders – all the parties related to the logistics process. As a 24/7 operation there's always a flow manager available to handle our partner's requests."

For example, if a heavy maintenance facility has ordered a component from an external manufacturer and the item is urgently needed in order to release the aircraft back to service, the flow manager will initiate the collection of the goods. He will coordinate the transport with the shipper, a dedicated provider of emergency airfreight services and local entities at the receiving end and manage any potential exception along the way to ensure a timely delivery. Drawing on their experience and good contacts, flow managers can route spare

parts within parcel service networks at favorable prices, and – should the need arise – extract and expedite materials for just-in-time delivery.

Proven with MROs, airlines, manufacturers

The growing team is available around the clock to arrange supplies for the six overhaul lines at Lufthansa Technik Sofia. In addition the Flow Management team also controls the supply chains of Lufthansa Technik's base maintenance operations in Malta, Budapest and soon Shannon. The services from Sofia are also provided to the Spairliners joint venture, the Lufthansa Group airlines CityLine, Germanwings and SWISS, alongside Air France Industries, aircraft manufacturers Saab and SuperJet International and numerous other customers.

In the last year alone more than 23,000 individually planned and monitored import shipments were handled for various customers, along with some 13,000 time-critical exports for customers of Lufthansa Technik who are supported under a Total Component Support (TCS®) contract. The utilization of Flow Management for TCS® customers is currently being extended. Summing up the benefits, Nikola Karamalakov says: "The Flow Management product is the result of continuous improvement and extensive experience gained through our steady expansion on the European aviation market. We make our customer's supply chains transparent, understandable and, most of all, controllable at a tailor-made level." 📌

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Customer advantages

- 24/7 availability
- Single point of contact for all queries
- Lower transport times and costs
- Continuous transparency and seamless control from order placement to delivery
- Extensive know-how in worldwide material support
- Large and constantly optimized network of partners



Logistics Control Tower

The Logistics Control Tower offers customers an optimal overview and full control of the complete flow of materials including all auxiliary aspects of transport management. The tower is the tool for steering material orders accurately through all supply chain processes and monitoring them continually, as well as reevaluating and influencing their status if necessary.

