We serve, you soar

The sky within your reach

If you are looking for greater aircraft availability at the most efficient maintenance cost ratio, then here is where you will find the wind beneath your wings. With Lufthansa Technik’s Aircraft Maintenance Services as a partner, you will benefit from an MRO provider with a unique position as the heart of technical operations for fleets of every size and composition, all over the world – from low-cost and legacy carriers to regional and cargo airlines. Everything we do has the goal of turning the fascination of aviation into a secure, reliable, efficient operating asset for you.

We offer more than just technical support; at Lufthansa Technik, you will find a wide array of flexible, tailored maintenance solutions that all share a single focus: meeting your MRO requirements. So let us worry about how you can increase your competitiveness, while you stay in full control of your aircraft maintenance.
Lufthansa Technik was founded originally to keep Lufthansa’s aircraft in the air, but meanwhile it has risen to a considerable height itself. As the world’s leader in aircraft maintenance, repair and overhaul (MRO) services, we enjoy the trust of more than 700 operators around the globe. Our customers include both airlines and operators of VIP and government aircraft.

How did we achieve this leadership? First, through years and years of serving one of the world’s largest – and most demanding – airlines. But more important, by keeping our company’s values down to earth and our customers in the sky.

**Lean, efficient technical operations worldwide**

As part of the Lufthansa Group, we have direct experience with the flight operations of an airline with fleets of every size and composition. So we know first-hand that today’s success also sets the standard to be exceeded tomorrow. That’s why we use lean methods, to name just one example. They help us improve continually and optimize our
processes to benefit our customers. And this is why we can often respond faster than other MRO providers to changes in operational requirements. It's all part of our approach to customer service, and we apply it to every one of our maintenance customers, large or small, current and future.

**Unmatched experience in fleet solutions**
We will help you soar no matter where you are in your business plan. If your airline is still in planning, we can help you get it off the ground. Once it's airborne, you can rely on our vast body of worldwide facilities to provide you with engineering services, line and hangar maintenance (including special layovers), production support, on-site fleet management, service and IT integration.
You benefit from our unmatched experience in maintenance management and our fleet solutions for every aircraft type. What you get for your money is aircraft availability “made in Germany” focused on solutions and with clockwork precision.

“Our customers benefit from our immediate access to the technical skills of the entire Lufthansa Technik Group.”

*Michael Struck, Manager Line Maintenance Sales*
“We’re available for troubleshooting around the clock. Either we’ve got the solution on hand, or we develop it at short notice.”
Marco Frisch, Troubleshooter

We have to admit that the size of our portfolio can be slightly overwhelming: we have line maintenance teams and facilities all over the globe. Plus landing gear support, engine changes for almost any make and model, AOG teams, sophisticated databases, resourceful consulting, and so on. But thanks to our Customer Support Center, you dial just one number to tap into the whole world of Lufthansa Technik, day or night, any day of the year.

Just call the Customer Support Center
Problem reports – whether they come from the monitoring systems of the aircraft itself, from your flight crews or from our line maintenance staff – are delivered to our technical competence center, where they are picked up first by the troubleshooting department. We have accumulated an unmatched reservoir of information about everything that can go wrong with an aircraft. As a result, many problems can be solved quickly for the simple reason that they have occurred before, and we have found the solution.

Troubleshooting and Product Engineering
Side by side with the troubleshooters are our product engineers, people who have spent their lives in maintenance workshops and around aircraft. They are at the heart of Lufthansa Technik’s authority approval as a design organization – a distinction that allows us to develop both temporary and permanent repair methods. If anybody can advise your flight crew or a line maintenance team anywhere in the world on how to get your plane off the ground again, it is our engineers. And if there is anybody who wants to see your aircraft in the sky as much as you do, it’s Lufthansa Technik.

Dedication to our customers is our principle
We also have a team of specialists for avionics, powerplants or airframes that is ready to fly on short notice whenever and wherever your aircraft cannot. These Airline Support Teams (AST®) are staffed with highly qualified mechanics and engineers. They are equipped with the proper tooling and decades of experience. And they are ready to board the next flight and take care of your problem. Because dedication to our customers is not just a cliché for us, it’s the principle that underlines our whole company. So if your aim is to keep your fleet in the air as long and as cost-effectively as possible, Lufthansa Technik is your partner of choice.

The Customer Support Center is available 24/7 on every day of the year to solve problems quickly and reliably.
Our troubleshooting and Product Engineering work side by side, approved by the authorities to develop new repair methods.
Aircraft technology has always been subject to unceasing change. At first, it was considered a success simply if the plane stayed in the air. Then, aircraft were expected to be more reliable, carry more passengers, cover greater distances, use less fuel and offer more comfort. Today, a passenger aircraft has to satisfy all of the above, and beyond this, be extremely reliable and maintainable at minimum cost.

**A think-tank for aircraft reliability**

Lufthansa Technik has been an integral part of this progress from the dawn of commercial aviation. We have our own think-tank – Maintenance Management Services (MMS) – for all maintenance issues.

More than one hundred specially qualified engineers dedicate themselves exclusively to the question of how to optimize the maintenance services offered to our customers. Not just for this reason can we say; today we are at eye level with aircraft and component manufacturers. While we work independently of aircraft manufacturers we cooperate closely with them and offer engineering services for all common aircraft types.
That’s why our customers will discover a wide array of supplemental maintenance and engineering services offered in close cooperation with MMS and under the umbrella of our dedicated maintenance organization. They include such elementary services as production planning and control, on-the-job training, general personnel assignments, flight data recorder readout services, warranty management and support for airworthiness renewals.

**Lessons learned from a global fleet**

Lufthansa Technik is also the first choice for all your engineering requirements because we never stop learning. Continual knowledge development is key to maximizing our customers’ aircraft reliability. We have learned to monitor aircraft health continually and identify the source of technical delays before they have a chance to occur. We have refined the concept of scheduled maintenance through maintenance programs that are customized for individual customers and their specific operating conditions. We continuously update the status of our customers’ fleet data to support their airworthiness reviews. Most of all, we have learned that nothing remains unchanged. So we are still learning. Particularly by listening to our customers.
Aircraft Maintenance

The best of both worlds

Lufthansa Technik as a whole has a remarkable history of establishing flexible and strong units that revolve optimally around the diverse needs of airline operators in every market. In keeping with that tradition, Lufthansa Technik’s Aircraft Maintenance Services offers customers the strong, reliable partnership they need to support every dimension of their technical operations.

Dedicated, flexible and lean organization
Aircraft Maintenance Services is deeply embedded in Lufthansa Technik. This means that its customers have access to all the expertise and resources of the world’s leading manufacturer-independent MRO provider.

At the same time, customers benefit from a high flexibility in responding to their needs, delivered by a maintenance organization committed to growing with their business. Dedicated production capacity and independent product management offer operators the competitive edge they want for their aircraft maintenance. In this sense, our customers truly get the best of both worlds.

And because you, our customers, are the measure of our success, we have implemented lean methods to continually monitor and optimize our progress and goals. Just like a top sports team that regularly tests its strength, we engage in an ongoing performance dialog to make sure we are on the right track to efficiently reach your – and thus our – goals.

Reliable maintenance operation worldwide
In terms of ramp maintenance, this means Lufthansa quality station handling wherever you fly: you will find us at twelve German and close to 50 international stations, guaranteeing you reliable operation all over the globe. And as for the more extensive maintenance layovers, our customer dedication goes even further.

We optimize routine yet time-consuming maintenance events such as A- and C-checks with the goal of keeping them from colliding with your core business – flying.

By offering flexible slots, customized work package planning and phased maintenance concepts, we have optimized the use of scheduled ground times to maintain our customers’ aircraft.

As good as aircraft availability can get
Still, even we cannot fulfill the dream of a fleet that is never on the ground. Nobody can. But since we believe that aircraft belong in the sky, we do our best to get you as close to it as possible.

“We represent Lufthansa Technik when we give our best for every customer.”
Elke Hoffmann, Maintenance Technician Avionics
For decades, Lufthansa Technik has maintained so many different types of aircraft, engines, landing gears, communication equipment and the millions of other parts in a modern aircraft that we have more operational knowledge of maintenance needs than any single manufacturer or operator. This gives us a distinct edge over our competition, and has earned us a unique status from which our maintenance customers benefit. But that’s less reason to pat ourselves on the back than it is to earn this leadership all over again, every day, with every tire change, oil check, and any other job your aircraft needs, no matter how small.

Listening to your aircraft
Since you, as our customer, know best what kind of support you need from us, we share our knowledge pool with you. What ties us to you is a partnership of equals: we learn from our customers, day by day, and that contributes to our ability to help them get the most out of their flying assets. Still, getting the optimum out of your fleet is only possible because Lufthansa Technik is close to the pulse of its customers’ aircraft, among others through aircraft health monitoring. An outstanding example of this is Engine Condition Monitoring (ECM) during flight operations. ECM allows us to detect abnormal conditions and identify potential problems. A leader in ECM solutions, Lufthansa Technik employs state-of-the-art software that enables the definition of a variety of data and engine configurations and ensures that customers get the most out of their engines.

The whole fleet at your fingertips
Lufthansa Technik is at the heart of its customers’ technical operations. At the same time, we put our customers in a position to retain complete control of their operations and of the MRO work they have sourced out. As the first maintenance company in the world to respond to this need, we created a special Internet platform for our customers. Via the Technical Operations WebSuite manage/m®, operators can monitor every aspect of their technical operations. The applications range from quality control to reliability trends, status reports and documentation, to tracking repair events in real time – accessed from anywhere in the world. And even if customers operate their own MRO IT, manage/m® can ensure a seamless connection between their systems.

“We are constantly optimizing our processes to keep maintenance operations as lean and efficient as possible.”

Yusuf Kir, Line Maintenance Manager
Founding an airline in an ever more competitive market is difficult enough without having to build up an effective and certified maintenance organization at the same time. To schedule your tasks and phase your investments, Lufthansa Technik’s four-step process can assist you on-site, worldwide in setting up a sound technical foundation, supporting you with the highest standards of quality control, practices and procedures.

- **Consulting and training**
  Firstly, we support you in planning your maintenance and establishing your own workforce. Lufthansa Technik is licensed to supervise and certify your employees both in theoretical and hands-on training for line maintenance.

- **Operations**
  Secondly, you can rely on our experienced line maintenance teams and fully equipped facilities around the globe to coordinate and execute your daily operations, including a broad range of additional services such as AOG and logistics support; all on-site and financially plannable down to the hour.

- **Technical assistance**
  Thirdly, we support our start-up customers with any technical assistance they may need. This includes the coordination and assistance for occasional maintenance events and other maintenance projects. On the regulatory side, we will help you obtain all the necessary approvals your new airline needs.

- **Production planning**
  The fourth and final step is to guide your maintenance organization to complete independence. Our entire know-how and the full-range of services are available through the on-site coordinating team, supporting you in setting up your maintenance planning and control.

**A technical partner willing to share**
In that sense, maybe it is easier to start an airline today, because you can count on Lufthansa Technik. We are the MRO provider willing to share our expertise, our infrastructure, our staff power and our worldwide facilities so that you can look after your aircraft.

The next step is up to you. But no matter which path you choose, you cannot go wrong. If you want to look after your technical operations on your own, then you will be optimally prepared to do so with our start-up support. And if you decide you would like our on-site support during routine operations, we can offer you a very special concept: a Technical Operations Management (TOM) support. Among other things, it features a dedicated fleet manager.
Because we listen to our customers, no other MRO company implements trend-setting products as well as Lufthansa Technik. For a long time, the best expression of this philosophy was our Total Support Services family of integrated products, with its flagship Total Technical Support. But now we have raised the industry benchmark even higher with our latest solution, Technical Operations Management (TOM). A flexible service tailored to the individual customer’s operating conditions, the operator enjoys far-reaching efficiency advantages resulting from synergies in service integration and reduced complexity within the organization. A TOM fleet manager at the customer’s home base integrates all MRO activities into a comprehensive service package. The operator can focus the management capacity and financial resources on business development while maintaining full control over technical issues.

**TOM – one face to your operations**

As Lufthansa Technik’s “front end”, our TOM fleet managers have direct access to our entire organization. They are the junction between the customer and our company’s far-reaching in-house service coverage and global network. If the customer wishes, we
can take care of every aspect of engineering and line maintenance, from maintenance planning to troubleshooting and warranty management. At the same time, fleet managers take over important management functions, for instance in planning and fulfillment management. And they bundle interfaces to the engineers, thereby reducing complexity. With TOM, our aim is to build up a long-lasting, close relationship with the customer that benefits both sides.

**Priceless added value**

The TOM team comes fully equipped, backed by a global MRO organization with all necessary authority approvals, and is billed by flat rate per flight hour. This service is bound by service guarantees and controlled by an impeccable measurement of key performance indicators. At the same time, airlines that outsource central MRO functions to Lufthansa Technik still maintain full control over technical operations and data ownership through the Technical Operations WebSuite manage/m®.

Why are we so excited about this concept? Because those of our customers who have already experienced TOM told us they have come to appreciate their dedicated fleet managers!
Lufthansa Technik Maintenance International

Center of excellence for aircraft maintenance

Lufthansa Technik Maintenance International (LTMI), is the hub of expertise within the global Lufthansa Technik Group for technical support of Lufthansa Technik’s international maintenance customers. A wholly owned subsidiary of Lufthansa Technik, LTMI is the “front end” of our maintenance services, concentrating completely on third-party customers. Here is where new maintenance products such as TOM und manage/m® are created and developed further. It's a genuine maintenance think-tank, with dedicated production capacity at locations around the world.

Dedicated, future-oriented organization

The maintenance experts of Lufthansa Technik Maintenance International have extensive technical experience and in-depth knowledge of the international airline industry. This makes them ideal partners when it comes to developing tailored technical operating concepts for efficient aircraft utilization. LTMI is constantly expanding the company’s pool of expertise and will be ready to support the new aircraft types in time for their market entry, including the Boeing 747-8 and 787, the Airbus A350 and the Bombardier CSeries.
Please open here for worldwide maintenance locations and capabilities.
Passion meets experience

Lufthansa Technik provides line maintenance services to more than 150 customers and has line maintenance engineers available at around 50 international and twelve German stations.

**Customer Support Center**

A dedicated Customer Support Center (CSC) is Lufthansa Technik’s central point of contact for all technical inquiries from airline operators around the globe. The CSC is based at Frankfurt Airport and optimally connected to the entire Lufthansa Technik network. It attends to all operational inquiries and AOG requests 24/7, and coordinates all technical inquiries with highly experienced troubleshooting and engineering support. Immediate support is available to operators experiencing AOG situations or technical difficulties. This includes dispatching skilled technicians, parts and materials, including the related transportation and logistics, with supervision and control.

**Routine and ad-hoc support**

The CSC coordinates technicians, tooling and logistic support for both planned and unplanned repairs either in Frankfurt or on site wherever the aircraft is located. Specialized teams are prepared to solve any problem. The dedicated and well-trained airframe support team, for example, performs general structural work, including structure repairs, composite repairs, welding and structural aircraft assessments.
In addition to routine maintenance checks, we offer instant support on request in case of defects. Our capabilities include component replacement, minor cabin repairs, in-flight entertainment (IFE) defect rectification, and minor structural repairs.

**Lufthansa Technik Maintenance International capabilities**
Technical line maintenance support covers both transit and overnight servicing as well as progressive maintenance checks (up to full A-checks) on a large number of aircraft types with various combinations of engine types, including:

**Boeing**  737, 747, 747-8, 757, 767, 777, 787, MD-11, MD-80  
**British Aerospace**  Avro RJ series, BAe 146  
**Embraer**  ERJ 135/145  
**Saab**  2000  
**Business Jets**  Airbus Corporate Jetliner (ACJ), Boeing Business Jet (BBJ), Embraer Legacy, Avro RJ series, BAe 146, Bombardier Challenger, Learjet, Gulfstream Express

**Engine Services**
- **General Electric**  CF6-80C2, -80E1, CF34-3, -8, -10  
- **CFMI**  CFM56-2C, -3, -5, -7B  
- **Pratt & Whitney**  JT9D, -7A, -7F, -7J, -7Q, -7R, JT9D-59A, -70A, PW4000-94, PW100, PW150  
- **Rolls-Royce**  RB211-535, Trent 500, 700, 900, Spey, Tay 611/620/650  
- **IAE**  V2500-A5, -D5  
- **Honeywell**  LF507, ALF502  

**Component Services**
- **Airbus**  A300-600, A310, A318, A319, A320, A321, A330, A340, A350, A380  
- **Boeing**  737CL, 737NG, 747, 757, 767, 777, 787, MD-11  
- **Bombardier**  CRJ, Q-Series and CSeries  
- **British Aerospace**  Avro RJ series, BAe 146  
- **Embraer**  ERJ 135/145, E-Jet 170, 175, 190, 195  
- **Saab**  2000 (excluding LDG)  
- **Only Landing Gear**  MD-80, Raytheon Hawker, Gulfstream  
* Including Landing Gear Services

**Additional Services**
- **VIP & Executive Jet Solutions**  
- **Cabin and cockpit modifications**  
- **Customized engineering services**  
- **Freighter conversions (MRT/MRTT)**  
- **Component pooling**  
- **Airline Support Teams – AST**  
- **Surface technology services**  
- **Aircraft painting**  
- **Aircraft Leasing & Trading Support – ALTS**

**Certifications**
Certified Maintenance, Production and Design Organization. Certified by the US Federal Aviation Administration FAA (FAR 145, certificate numbers: DLAY225D, DL225D, DLOY747N), Germany’s LBA (EASA Part-145, EASA Part-21G), and more than 30 airworthiness authorities.

**24/7 Hotline**
Call us: +49-40-5070-61111
**Maintenance Support**
maintenance-support@lht.dlh.de

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**Lufthansa Technik MRO capabilities**
Aircraft Maintenance Services is deeply embedded in Lufthansa Technik Group’s MRO capabilities as a whole.