### **Telegram**



The increase is the result of excellent framework conditions. Customers in Munich enjoy outstanding airport quality, which is constantly being further improved. The airport is very efficient, as is reflected in the deployment of the A380: the often complex changes to the processes and infrastructure were implemented in a highly professional manner.



### Police trade union:

# OPTIMISING CONTROL PROCESSES

The federal government is looking to make aviation security controls more customer-friendly and efficient. This is essential given that people often wait for hours at airport control points in Germany. The DPoIG police trade union are also joining the discussion. They clearly criticise the current conditions and demand more efficient technology, for airport operators to carry out the planning and organisation of the controls, and cost coverage by the state.

#### Innovation chair:

## LUFTHANSA GROUP CREATES KNOWLEDGE

How are new ideas and innovations developed in networks and communities? How can companies make better use of external sources of innovation and integrate them into their own processes?

These are the research questions of Prof. Linus Dahlander. The Lufthansa Group has been financing his professorship at the European School of Management and Technology in Berlin and looks forward to more insights on how travelling will become more digital, more connected and smarter.