

Reliability in aviation

ACHIEVING MORE QUALITY TOGETHER

More than a third of all European flights were delayed this summer. This figure is unacceptable for the aviation industry. On 5 October, representatives from the fields of politics, airlines, airports and air traffic control agreed on measures to ensure more reliability and quality.

The German aviation industry displays clear weaknesses. Air traffic control suffers from having too few air traffic controllers despite significantly increasing traffic. At airports, capacity bottlenecks are common in the areas of passenger and baggage handling. The security checkpoints turn out to be chokepoints. And there are problems with the airlines, too. The main causes are initial difficulties in the course of the Air Berlin integration as well as delayed aircraft deliveries on account of engine problems.

Lufthansa is investing

As Europe's largest airline, Lufthansa takes its responsibility seriously and carries out its own measures to increase quality:

- **Capacities:** In order to compensate for the delayed deliveries and above-average level of maintenance work for the new aircraft type, the Airbus A320neo, in the short term, Lufthansa is purchasing nine additional aircraft of

its predecessor model, the A320ceo. In addition, more reserve aircraft will be available from 2019 onward.

- **Quality assurance:** In order to stabilize flight operations, the Lufthansa Group will be investing around a quarter of a billion euros in the coming months. This means that 600 additional employees will be recruited to ensure operational quality alone.
- **Communication:** Lufthansa will inform its customers faster and even earlier about any changes. In addition, compensation processes will also be speeded up.

All fields of reform – political as well as entrepreneurial – have to now be addressed together and swiftly, so that the German aviation security will once again stand not only for security but for reliability, too.

ENSURING QUALITATIVE GROWTH TOGETHER

Over the past 20 years, passenger numbers at German airports have almost doubled. In order to once again facilitate qualitative growth, all system partners will have to perform to the best of their ability. And they will all have to work together efficiently.

“All system partners will now have to do their best. Airlines, airports and air traffic control. The fact is that the performance of the system is determined by the performance of the weakest link in the chain.”

CARSTEN SPOHR
CEO Lufthansa Group

+98 %

Passengers at German airports

118 million

1997

1999

2001

2003

2005

2007

2009

2011

2013

2015

2017

235 million

