Deutsche Lufthansa AG is an aviation group with global operations and a total of more than 550 subsidiaries and equity investments.

Passengers carried in 2017:
130,040 thousands

Number of employees: 129,424*

Lufthansa Group hubs:
Frankfurt, Munich, Zurich, Vienna, Brussels

Lufthansa Group is active in four business segments.

*as of 31.12.2017
# Lufthansa Group – The business segments

<table>
<thead>
<tr>
<th>Passenger transportation</th>
<th>Logistics</th>
<th>Catering</th>
<th>Other activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Lufthansa Group airlines rank among the world’s leading carriers.</td>
<td>Lufthansa Cargo – one of the world’s leading cargo carriers in international air traffic.</td>
<td>LSG Sky Chefs – leading provider of airline catering and integrated in-flight solutions.</td>
<td>Lufthansa Aviation Training Lufthansa AirPlus Lufthansa Industry Solutions (and many more)</td>
</tr>
<tr>
<td>Lufthansa Technik – leading provider of MRO services in the world’s airline business.</td>
<td></td>
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<td></td>
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</tbody>
</table>

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Lufthansa Technik Group – Facts & figures

- **800+** customers worldwide
- **4,556** aircraft under exclusive contracts
- **5.404 billion €** in revenue*
- **21,502** employees worldwide*
- **36** subsidiaries and affiliates worldwide*

*Lufthansa Technik AG Germany and 23 consolidated companies of Lufthansa Technik Group in 2017; employees as of 31.12.2017; **XEOS is in preparation
Employee dedication
Strong commitment by motivated and skilled staff
Employee dedication

Lufthansa Technik – An attractive employer

Lufthansa Technik AG is one of the most popular employers for engineers in Germany

- More than 40,000* training days per year
- Continuous technical training for mechanics to keep skills up to date
- 14 m€ spent per year* to develop skills of Lufthansa Technik AG employees

* Values as of 2016
Worldwide presence
Worldwide presence

Comprehensive services and highly professional contact persons on your doorstep

<table>
<thead>
<tr>
<th>Closer to our customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short reaction times</td>
</tr>
<tr>
<td>Enhanced slot availability</td>
</tr>
<tr>
<td>Flexibility and efficiency</td>
</tr>
</tbody>
</table>
Lufthansa Technik Group – Employees worldwide

North America
2,000 employees*

Germany
14,600 employees*

EMEA (excl. Germany)
2,800 employees*

Asia Pacific
9,700 employees*

*employee figures also fully include companies only partly-owned by Lufthansa Technik
## Lufthansa Technik Group worldwide

<table>
<thead>
<tr>
<th>Worldwide presence</th>
<th>North America</th>
<th>Germany</th>
<th>EMEA (excl. Germany)</th>
<th>Asia Pacific</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>2,000 employees*</td>
<td>14,600 employees*</td>
<td>2,800 employees*</td>
<td>9,700 employees*</td>
</tr>
<tr>
<td>Lufthansa Technik Component Services</td>
<td>Lufthansa Technik AG Headquarters</td>
<td>Lufthansa Technik Brussels</td>
<td>Lufthansa Technik Asia Pacific</td>
<td></td>
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<tr>
<td>Lufthansa Technik Puerto Rico</td>
<td>Lufthansa Bombardier Aviation Services</td>
<td>Lufthansa Technik Budapest</td>
<td>Lufthansa Technik Asia Pacific</td>
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<tr>
<td>BizJet International</td>
<td>Lufthansa LEOS</td>
<td>Lufthansa Technik Hungary</td>
<td>Lufthansa Technik Taiwan</td>
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<tr>
<td>Hawker Pacific Aerospace</td>
<td>Lufthansa Technical Training</td>
<td>Lufthansa Technik Landing Gear Services UK</td>
<td>Lufthansa Technik India</td>
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<tr>
<td>HEICO Aerospace</td>
<td>Lufthansa Technik AERO Alzey</td>
<td>Lufthansa Technik Malta</td>
<td>Lufthansa Technik Middle East</td>
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<td></td>
<td>Lufthansa Technik Intercoat</td>
<td>Lufthansa Technik Shannon</td>
<td>Lufthansa Technik Middle East</td>
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<td></td>
<td>Lufthansa Technik Logistik Services</td>
<td>Lufthansa Technik Sofia</td>
<td>Lufthansa Technik Middle East</td>
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<td>Lufthansa Technik Maintenance Intl.</td>
<td>Lufthansa Technik Turbine Shannon</td>
<td>Lufthansa Technik North America</td>
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<td></td>
<td>3D.aero</td>
<td>Lufthansa Technik Vostok Services</td>
<td>Lufthansa Technik North America</td>
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<td></td>
<td>Avionic Design</td>
<td>INAIRVATION</td>
<td>Lufthansa Technik North America</td>
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<td></td>
<td>IDAIR</td>
<td>Spairliners (Germany/China)</td>
<td>Lufthansa Technik North America</td>
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<td></td>
<td>Lumics</td>
<td>XEOS (in preparation)</td>
<td>Lufthansa Technik North America</td>
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<td></td>
<td>N3 Engine Overhaul Services</td>
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<td>Lufthansa Technik North America</td>
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</tbody>
</table>

*employee figures also fully include companies partly-owned by Lufthansa Technik

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Lufthansa Technik Group – Sales offices
Operational experience
Outstanding knowledge on customer’s requirements

Operational experience

- Regional airlines
- Large airlines
- Small airlines
- VIP aircraft operators
- Operators in extreme climatic conditions
- Charter carriers
- Low-cost carriers
- Cargo carriers

Over 60 years
The Lufthansa Base in Hamburg in the beginning of the 60s
Lufthansa Technik – Milestones in history (1)

1953
A new beginning for Lufthansa German Airlines

01 April 1955
„Take off“ of the Lufthansa Base Hamburg

The sixties
Support for Lufthansa, dawn of „jet age“ with Boeing 707

1962
First test stand for jet engines, first noise protection hangar

1968
The B737 enters service with Lufthansa as launching customer
Lufthansa Technik – Milestones in history (2)

1970
Lufthansa starts operating the Boeing 747

1976
Start of MRO-services for Boeing 747

1995
Foundation of Lufthansa Technik AG as separate company
<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1993</td>
<td>Lufthansa Technik introduces Total Technical Support TTS®</td>
</tr>
<tr>
<td>2003</td>
<td>»nice« (networked integrated cabin equipment)</td>
</tr>
<tr>
<td>2008</td>
<td>Cyclean® Engine Wash</td>
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<tr>
<td>2014</td>
<td>Start of innovation boost program</td>
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<tr>
<td>1998</td>
<td>Airline Support Team AST® service launched</td>
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<tr>
<td>2006</td>
<td>Debut of B787 VIP interior design by Lufthansa Technik</td>
</tr>
<tr>
<td>2009</td>
<td>Opening of cabin innovation center in Hamburg</td>
</tr>
<tr>
<td>2017</td>
<td>AVIATAR launch</td>
</tr>
</tbody>
</table>
Comprehensive coverage
One-stop shop

Single Services – Standard solutions are just the basis

Aircraft Services (Maintenance, Overhaul)

Engine Services

Component Services

Landing Gear Services

VIP & Special Mission Aircraft Services

Single Services such as letter checks, engine overhauls or repairs of single components are at the core of a unique assembly of products and services, covering any conceivable requirement of an aircraft owner or operator.
Digital services
Lufthansa Technik’s digital portfolio

Digital services

managing/m®
Technical Operations
WebSuite

Interfaces
…to customer’s own IT-solutions

AMOS
by SWISS AviationSoftware

eEnabled Software Management

Fleet management
Condition monitoring
Record status by FLYdocs
Predictor plugins
Performance metrics
Reliability benchmarking
Fault analytics
…more to come

Smart factory
On the way to Industry 4.0

- Paperless maintenance
- GSE 4.0
- Material eMotion
- DATCOM
- ADP@WG
- AutoInspect
- Machining 4.0
- Remote services
- P2P asset sharing
- …
Finance & Accounting – OneUnity, TwoViews

Organizational View

- T/TA-A: Financial Accounting
- T/TA-F: Financial Statements
- T/TA-I: Inventory Accounting
- T/TA-B: Business Development

Teams

Process View

- P2P: Purchase to Pay
- O2C: Order to Cash
- R2R: Record to Report
- MAT: Materials Accounting

Supporting Functions

Powered by IQ MOVE
Complementary interdisciplinary teams
in order to foster cross-functional working & thinking

<table>
<thead>
<tr>
<th></th>
<th>R2R</th>
<th>O2C</th>
<th>P2P</th>
<th>Material</th>
<th>Support</th>
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<tbody>
<tr>
<td><strong>PzM Team</strong></td>
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<td>operational</td>
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<td><strong>PzM Team</strong></td>
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<td>strategical</td>
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<td><strong>Editor’s</strong></td>
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</tbody>
</table>
Prozessmanagement-Teams - PzM
Aufgaben und Arbeitsweise von PzM-O und PzM-S

Stefan Rehse | HAM T/TA-BX | 12.11.2018
Die Prozessmanagement-Teams bilden eine Klammer zwischen den Hauptprozessen

PzM-Teams stellen die Gesamtsicht des Prozessmanagements bei T/TA sicher.
Die PzM-Teams

PzM-O
Operativ

PzM-S
Strategie
Thank you for being our guests.