



Lumics Project Story

Health check reveals additional potentials for Luxair Technics

By applying an established and customized Aviation MRO health check additional potentials to increase efficiency and aircraft availability and to reduce costs were identified. Furthermore, existing performance management systems as well as the corporate culture of the organization were analyzed.

By Detlev Jeske, Christian Schüberl and Dr. Steffen Elstner

Luxair Technics aims to proactively increase LuxairGroup`s competitiveness

In 2018, Luxair Luxembourg Airlines transported approximately 2.13 million passengers, reflecting roughly a 10% increase compared to the previous year. The airline recently brought two additional B737 aircrafts into service to support future growth. By now, the fleet consists of four B737-800s, four B737-700s and eleven Bombardier Q400s¹. However, the airline is facing headwinds due to additional competition, e.g. by easyJet and Ryanair. Given these circumstances, Luxair Technics, being a division of Luxair Luxembourg Airlines, aimed at proactively increasing aircraft availability and reducing MRO costs to contribute to the group`s competitiveness. To identify areas for improvement Lumics was asked for external support.

A health check was conducted to ensure a holistic overview

The health check, which was jointly conducted, consisted of various analyses to identify improvement areas concerning operational efficiency e.g. at line maintenance and logistics, aircraft availability, MRO costs, the current performance management system as well as the skills and mindset of employees. To identify thoughts and feelings from all Luxair Technics employees, a digitalized staff survey was set-up. Thanks to high participation of the employees reliable statements could be made, highlighting additional potentials for improving the collaboration, communication and motivation within the organization.

Health check results showed potential for increasing aircraft availability and reducing MRO costs significantly

At the end of the analysis measures were derived to increase efficiency and aircraft availability as well as to reduce MRO costs. Afterwards, potentials per measure were estimated and prioritized. In addition, ideas were generated on how to further increase employee satisfaction and how to implement an aligned and cascaded performance management system in the organization. Based on these findings, the way forward was planned. Lumics also supported Luxair Technics during the next phase to create concepts or, where applicable, to support with the implementation of defined measures.

The proactive approach to further improve things to the better proved to be right. Thanks to the open feedback and reflection of my staff and the methodological support of Lumics we could gather additional insights highlighting room for improvement. The aligned way forward gives me confidence to tackle our challenges ahead to further increase our competitiveness.



Mr. Christoph Blaha
VP Luxair Technics

¹ Annual Report 2018: <https://www.luxairgroup.lu/sites/default/files/2019-05/LuxairGroup%20Annual%20Report%202018%20WEB.pdf>

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