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Case study: Lufthansa Technik

TÜV SÜD testing and verification services help ensure the safety of drinking water on more than 300 commercial aircraft serviced globally by Lufthansa Technik.

Business challenge

One of the largest divisions in the Lufthansa Group of companies, Lufthansa Technik AG was established as an independent company in 1995, expanding the scope of Lufthansa's existing maintenance, repair and overhaul (MRO) services to meet the needs of the fast-growing aviation industry. Today, the Lufthansa Technik Group consists of 32 separate subsidiaries with more than 25,000 employees worldwide, offering the aviation industry a single source for a wide range of state-of-the-art aircraft maintenance services.

Ensuring the safety of onboard drinking water represents a critical challenge for operators of commercial aircraft. Onboard tanks and systems that provide drinking water for crew and passengers are vulnerable to microbiological contamination, a risk compounded by up-lifting potable water with varying levels of water quality in different countries. Therefore, to ensure the ongoing safety of drinking water, onboard water systems must be sampled and tested at least annually for potential contamination. However, due to safety and security concerns, obtaining the requisite water samples for testing presents its own unique set of challenges.

| OVERVIEW | |
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| Client name | Lufthansa Technik AG |
| Industry | Maintenance support services for the aviation industry |
| Profile | Global company with facilities throughout Europe and around the world, Lufthansa Technik is an industry leader in aircraft maintenance, repair and overhaul (MRO) services, with more than 850 airline customers worldwide. |
| Business challenge | Complying with national regulations for providing safe, potable water for airline crews and passengers. |
| Our solution | A comprehensive potable water monitoring program that meets regulatory requirements and customer quality standards. |
| Business benefits | Leveraging the expertise and global reach of TÜV SÜD to effectively manage a critical safety concern |

Lufthansa Technik's Laboratory Services, the group within the company responsible for collecting and testing aircraft water samples, recognised early on the challenges of meeting the sample collection and testing requirements of the Lufthansa Technik's global clients. While the Laboratory had a well-established water sample collection and testing program in place, the growing scale of Lufthansa Technik's operations would quickly outstrip its available resources while reducing the Laboratory's ability to provide its customers with other important MRO services. And collecting water samples from hundreds of individual aircraft hangered at any one of Lufthansa Technik's maintenance facilities in Germany would require the company to make a significant additional investment in its workforce.

TÜV SÜD's solutions

To address this growing issue, executives at Lufthansa Technik's Laboratory Service contracted with TÜV SÜD to take over the sampling of aircraft water company wide. For Lufthansa Technik, TÜV SÜD's extensive experience in evaluating food safety handling and preparation in airline commissaries and catering companies already provided an important advantage over other potential partners, since they possessed the first-hand knowledge of airport security requirements and protocols. TÜV SÜD was able to easily deploy the resources necessary to efficiently collect water samples in accordance with Lufthansa Technik's aircraft servicing schedule.

Now, 10 years after it began initial sample collection efforts, TÜV SÜD is an essential partner in Lufthansa Technik's aircraft water safety monitoring program. Collecting water samples from more than 300 aircraft every year, TÜV SÜD's technical teams help Lufthansa Technik maintain its own high standards for potable water safety and quality while allowing the company's own technicians to focus their attention on more critical tasks. And TÜV SÜD observes the IATA's Drinking Water Quality Pool (IDQP), an initiative to safeguard health on board for passengers and crew by using the highest standards to ensure water quality, allowing Lufthansa Technik to share information regarding the safety and quality airline drinking water with others in the industry.

Business benefits

The decade long partnership between Lufthansa Technik and TÜV SÜD is emblematic of the company's focus on continually seeking out the best possible solutions for

meeting the dynamic needs of the aviation industry. "Our company is focused on actively working to shape the aviation industry, not just adapting to it," notes Dr. Björn Seibold, the manager of Lufthansa Technik's Laboratory Service. "By bringing TÜV SÜD's extensive expertise to our operations and helping to ensure the safety and quality of onboard drinking water supplies, we've been able to give greater attention to deploying advanced technologies in support of our customers."

"Over the past 10 years, TÜV SÜD has played an important role in our efforts maintain a leadership position within the industry," says Seibold. "We look forward to continuing that partnership and finding ways to further leverage TÜV SÜD's extensive knowledge and insight to our mutual advantage into the next decade and beyond."

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As this case study illustrates, achieving industry leadership often depends on building robust partnerships with experienced third-party specialists who can fill critical knowledge and skill gaps, allowing a company to focus its resources and energy on what it does best. TÜV SÜD has the experience and technical expertise to provide solutions that support your organisation's values, while helping to make your businesses more successful at the same time.

TÜV SÜD is a trusted partner of choice for safety, security and sustainability solutions. It specialises in testing, certification, auditing and advisory services. Since 1866, the company has remained committed to its purpose of enabling progress by protecting people, the environment and assets from technology-related risks. Today, TÜV SÜD is present in over 1,000 locations worldwide with its headquarters in Munich, Germany. Through expert teams represented by more than 24,000 employees, it adds value to customers and partners by enabling market access and managing risks. By anticipating technological developments and facilitating change, TÜV SÜD inspires trust in a physical and digital world to create a safer and more sustainable future.