



Case Study



Lufthansa Technical Training

Quality based on experience

Lufthansa Technical Training is an internationally leading training organisation for all staff in aircraft maintenance operations – the Maintenance, Repair and Overhaul organisations (MRO).

From basic technical training and type-related further training to management training it offers all areas of training which are important for a company's operations.

In 1999 Lufthansa Technical Training was the world's first company to be certified under JAR 147 for basic and type training.

This was after Lufthansa Technical Training had equally been the first to rearrange its training scheduling process to an automated solution – the nowadays market leading MINT TMS.

MINT's longest customer looks back and ahead

About challenges, achievements and stepping stones

In the mid nineties, Lufthansa Technical Training assembled their considerable amount of training courses in Excel spreadsheets and on magnetic boards.

As Lufthansa Technical Training's course portfolio of technical and management training has grown ever since, they reached the point where a solid overview about all the different course versions and data was too hard to achieve, if not impossible. It was time to find a reliable, intelligent electronic force to manage and control their training scheduling.

Actually, this is how MINT came into life. What had started as a scientific thesis was to become the market leading software for Training Management only a few years later – **MINT TMS**.

The Solution

MINT developed a unique software solution that enabled Lufthansa Technical Training to execute their planning in a much more effective way. Next to rendering the planning process into an efficient one, MINT's scheduling engine furthermore helps to optimize the staff and equipment resource utilization.

Nickolai Pahl, MINT System Administrator at Lufthansa Technical Training asserts:

"**MINT TMS** was a huge advantage and stepping stone for us when implemented into our systems and still is. All specifications of local and international aviation authorities such as instructor qualifications, classroom configurations and technical facilities can be stored in the **MINT TMS** database. Everything is respected by the system when doing an automatic scheduling run or manual planning".

MINT TMS has a modular setup. Every component plays its role in the interaction of the system. Training demand is managed and the classes are designed based on the request. Invitations to trainees are generated out of **MINT TMS** and courses scheduled within minutes. What took weeks on spreadsheets has been reduced to a fraction of the time needed before.

Instead of starting the tedious manual work all over again if something changes, Lufthansa Technical Training's planners apply the re-scheduling function and can use their time to concentrate on more demanding aspects of training scheduling than wasting time with routine tasks.

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Never Standing Still

Like Lufthansa Technical Training has now been able to continuously expand its offerings to thousands of courses, **MINT TMS** has also grown and become a sophisticated solution to the needs of the aviation training industry. MINT involves its customers in product enhancements and makes sure that all customers can benefit from that.

Dieter Wiegand, Manager IT at Lufthansa Technical Training, points out: "MINT stands out through their knowledge about our business. Their system together with their excellent support brings a great deal of relief in our daily work".

Although the functions in **MINT TMS** can be handled very intuitively, one of MINT's principles is to provide profound training in the use of its product. With the background of approx. 200 **MINT TMS** users at Lufthansa Technical Training, Wiegand says: "MINT training is absolutely effective. When we sit in front of our computers, we know what we do".

Aiming at further Standardization

Lufthansa Technical Training is planning to introduce **MINT TMS** at further locations so that these have the same data base for planning as Hamburg and Frankfurt. They will dispose of a global resource pool accessible by every location.

This means that Lufthansa Technical Training Manila and Singapore make use of exactly the same course templates which vastly facilitates regulatory compliance with EASA requirements. Furthermore, they will be able to offer special courses in order to fulfill the guidelines of local authorities.

Wiegand concludes: "**MINT TMS** is the perfect tool to support aviation training organizations in their constant battle to fulfill the regulatory requirements in this world".

For more information about **MINT TMS** at Lufthansa Technical Training, please feel free to contact:

Lufthansa Technical Training

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"I can check within minutes whether a certain course demanded by a customer will be possible to schedule in the desired period of time. If not, I can as quickly suggest an alternative timeframe.

Personally, I have been working with MINT since 2003 and it is always fascinating to see how MINT can keep up with the requirements of a fast living industry like aviation".

Nickolai Pahl, MINT TMS System Administrator at Lufthansa Technical Training

