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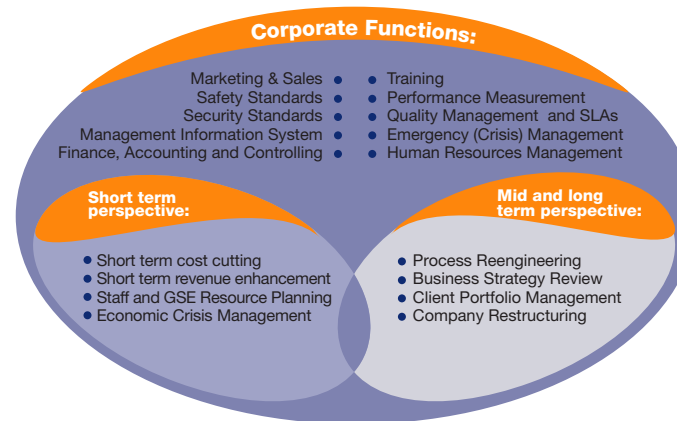
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**Ground Support Equipment
Performance Measurement
Ground Services · Check-in
Resource Planning · Business
Strategy · Pre Assessment
Service Level Agreements
Simplifying Passenger Travel
Operational Excellence · Client
Portfolio Management · Low
Cost Handling · Ramp Services
GSE Maintenance · ULD Control
Return On Investment · Quality
Management**

Streamline your handling business

Lufthansa Consulting's approach for Aviation Ground Handling Services consists of different consulting modules. An in-depth **Pre-Assessment** evaluating the historical and present performance of your company determines the right combination for you.

Consulting modules based on Pre-Assessment results:



The Pre-Assessment enables Lufthansa Consulting to address your individual needs in a project specifically tailored to support the achievement of your business objectives.

Pre-Assessment results:

- Enhancement potentials ground handling operation
- Enhancement potentials management and administration
- Recommendations for enhancement projects
- Expected return on recommended actions

Aviation ground handling services are facing challenging times

Aviation ground handling service providers are finding themselves confronted with increasingly tough competition and demanding, highly price sensitive airline customers. Consequently profit margins have come under intense pressure and ground handling market liberalization coupled with an overall volatile commercial aviation business environment hold no promise of relief in the near future.

Service providers must adapt to changing demands, such as low-cost carrier handling and additionally strengthen their core business through efficient operation and excellent service standards.

Are you prepared for the future business environment? Are your operational processes, resources and costs under control?



Lufthansa Consulting knows the aviation business and offers you professional support

We are part of a successful international Airline Group. This provides us with airline self handling experience and a customer perspective of ground handling services. We have access to ground handling experts with in-depth ground handling process knowledge and experience at most international destinations.

We are experts in ground handling. Many international airlines have entrusted us with building or reorganizing their ground handling departments.

You benefit from our cost management experience, a core activity in all our airline restructuring projects. Our process improvement model has been successfully applied in many Air Cargo and Ground Handling projects worldwide.

We develop customized management solutions through implementation and we calculate the return you can expect from our consulting services.

