

# Like Swiss clockwork

Swiss International Air Lines, or SWISS for short, can look back on very positive development.

**Traditional values and stability** go hand-in-hand with an innovation-friendly attitude.

Lufthansa Technik supports the airline's special approach with tailored technical services.



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## About SWISS

Swiss International Air Lines (SWISS) is the national airline of Switzerland. It serves over 100 destinations in 43 countries worldwide from Zurich, Geneva and Lugano and carries some 17 million passengers a year with its 86-aircraft fleet.

The company's Swiss WorldCargo division provides a comprehensive range of airport-to-airport airfreight services for high-value and care-intensive consignments to some 130 destinations in more than 80 countries. Its sister airline Edelweiss furthermore offers direct flights to 65 destinations with a fleet of 14 aircraft. SWISS is a subsidiary of Deutsche Lufthansa and a member of Star Alliance, the world's biggest airline grouping. //

[www.swiss.com](http://www.swiss.com)



**Q**uality, precision, stability and innovation – just like Swiss clockwork, Swiss International Air Lines combines traditional Swiss values with state-of-the-art technology in a unique approach. It is no coincidence that since its foundation in 2002, SWISS has developed into an internationally successful airline with over 100 destinations in 43 countries. The airline has focused consistently on economic efficiency without jeopardizing its claim to top-class quality and stability of operations. As a result, it has succeeded in increasing passenger numbers in recent years, even in the demanding Swiss market, making SWISS a leading player with in the Lufthansa Group too, where it has been a fully-owned subsidiary since 2007.

Deliberations on the necessary extent of support for technical operations continue to feed into its carefully planned market approach. One example is the decision by the airline in 2012 to reincorporate line maintenance and engineering into its own operations instead of subcontracting them as before. This reorganization simplified the management and resolution of problems – a significant element in the reliability and efficiency of technical operations today.

### Tradition and innovation

An important defining feature of SWISS is its innovation-friendly attitude combined with more conservative approaches in specific areas. This also applies to the support Lufthansa Technik has provided for SWISS over several years through a growing portfolio of services. Olaf Albrecht, Corporate Key Account Manager at Lufthansa Technik with responsibility for SWISS, explains using the example of material supply: “A special aspect of our particular Total Component Support (TCS®) for SWISS is that a relatively large amount of material is stored with the customer. While other airlines using TCS® have access to a relatively small home base, around 70 percent of all requirements at SWISS can be serviced directly from the home base in Zurich. This extensive local supply is another important element in ensuring stability and operational security in all circumstances.”

When it comes to planning, SWISS management takes an extremely forward-thinking and long-term approach. For example, the TCS® contract for the Airbus fleet was concluded as early as 2016 even though it will only come into effect next year. In addition to component support (the contract also covers the supply of a Boeing 777 fleet of ten aircraft), Lufthansa Technik primarily provides support for the airline today in the area of engine services.

### Price and quality at market level

Peter Wojahn, Head of Technical Fleet Management at SWISS, describes engine maintenance as Lufthansa Technik’s most important contribution. In terms of the performance of the MRO provider, Wojahn leaves no doubt: “The performance, price and quality of Lufthansa Technik are clearly at market level – otherwise we would not purchase its services.”

SWISS engines of the CFM56 series are maintained exclusively by Lufthansa Technik. There is an innovative aspect to this, too. The CFM56-5C engine for example is overhauled within the framework of a maintenance cost guarantee, which means that Lufthansa Technik bears part of the risk. In return, the airline gives the MRO provider virtually free rein when it comes to implementation. Lufthansa Technik looks after the engines until they are scrapped and independently makes all decisions in relation to engine replacement and removal. The objective is that the engines have no further residual life when they are scrapped. Olaf Albrecht argues: “We can do this because we have excellent diagnostic possibilities for this engine type. The initial test run of engines coming in for overhaul provides very detailed results, which means we do not have to fully dismantle every single engine. Instead, we can isolate the areas where intervention is required.”

Because SWISS does not have Part 21 design organization approval, Lufthansa Technik plays a special role for the Swiss airline in this respect, too. Wojahn: “Our engineers have been performing Part 21 tasks for SWISS for a number of years under Lufthansa Technik’s Part 21 approval. This collaboration has really paid off and has been extremely helpful for us.”

SWISS operates a very young fleet and is a launching customer for the Cseries (now Airbus A220), among other types. The airline’s capacity practically doubled following the entry of the Boeing 777 and the Cseries. There were no difficulties in selling the additional seat capacity. The high utilization achieved by the new aircraft is proof that the high quality standard of SWISS is a strong point in the domestic market.



Although SWISS belongs to the Lufthansa Group, competition is still a factor and outsourcing of technical services to Lufthansa Technik not a given. No purchases are made without careful consideration of what will deliver the best result. Olaf Albrecht reflects on this approach: “Both sides benefit: The demands and deliberations of the customer are useful for our development as well. The trusted partnership we enjoy is also the foundation for trying out new contract options, for example. A number of contracts we have signed with SWISS have meanwhile become blueprints for contracts with other Lufthansa Group airlines.”

### Into the future with AVIATAR

The airline’s ambition to independently shape the future is likewise underscored by the signing of a contract for the independent digital platform AVIATAR. According to Peter Wojahn: “We are already testing various modules and are really enthusiastic about developing the system, since we believe that this will bring us major advantages in the future.” 🟡