



SUCCESS STORY AIRPORT MUNICH

Munich Airport – Risk management made easy

Challenge

- Risk management was carried out in accordance with legal requirements, but by using Excel sheets that were difficult to handle
- Not all requirements that may be relevant in the future with regard to the legal situation were fulfilled
- Operational implementation via the exchange of Excel sheets was complicated and extremely time-consuming
- Overviews and management reports were difficult to be generated
- No proactive content-related discussion between the various specialist areas

The reduction of coordination effort and lead times results in a time saving of 40%!

Achievements

- Documentation, processing and assessment of potential future risks according to probability of occurrence, extent of damage and possible countermeasures
- Transformation from a mere past-oriented administration of risks to a future-oriented risk management system
- Joint elaboration of risks with the divisions and complete further processing through defined process steps in TIM (complete, traceable, transparent)
- Management controlling tool to handle risks proactively
- Relief for the divisions through structured and efficient task allocation
- Implementation of a clearly arranged reporting system (automatic display of execution/design data such as idle periods, waiting times, etc.)
- Revision security and consistency of processes
- Significant increase in speed and transparency

Why use the TIM BPM Suite?

- Immediate executability of the process after modeling
- End-to-end solution: due to the extreme process diversity the process must be made available to the user (in one single application) as flexibly as possible without having to switch between different applications
- Flexibility: anyone can start the process for instance via an intranet page and is automatically forwarded to the TIM BPM Suite where the processing takes place
- Fast development phase, low effort in implementation
- Quick, friendly and competent support by the TIM team

„The biggest advantages we have with TIM are definitely revision security and process consistency as well as speed and transparency.“

Jürgen Weiß, Head of Process Management and Benchmarking at Flughafen München GmbH

The Munich Airport

Flughafen München GmbH (FMG), founded in 1949, operates Munich Airport along with its subsidiaries.

The Bavarian air traffic hub is Germany's second largest airport and the only five-star airport in Europe.

Realisation

A risk management workflow has been implemented with TIM at Munich Airport. Risk managers record the risks centrally using forms on the intranet.

- Examination and approval of the risk by the risk manager according to various logics (e.g. amount of damage or probability of occurrence) and proposal of measures and their realization
- Review and processing of the risk by the risk manager and

assignment to the responsible risk manager

- Display of clear detail views and various evaluations of the relevant risks in the TIM Cockpit
- Automatic export of these reports for managing directors and the supervisory board

Sample View Cockpit

