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CUSTOMER STORY – RETAIL & LOGISTICS

Lufthansa Cargo

Knowing what your own software is doing

Background

Lufthansa Cargo is a wholly owned subsidiary of Deutsche LufthansaAG. Founded in 1994, the company is one of the leading freight service providers in the aviation world. Lufthansa Cargo flies to 512 destinations around the world with 19 aircraft of its own – all MD-11Fs – and in some cases with additional charter planes. As well as that, Lufthansa Cargo markets the freight holds of all passenger aircraft belonging to Lufthansa AG and those of US Airways on flights from Europe to the USA. Its main hub is at Frankfurt Airport, but it also uses other hubs including Hong Kong, Munich, New York and Shanghai. With around 5,000 employees, Lufthansa Cargo generated sales of almost 2.5 billion euros in 2004.

Challenge

The pressure of competition in airfreight today presents the IT of logistics service providers with a serious challenge: on the one hand it has to satisfy the requirements for new systems at an ever faster rate and provide increasingly complex functions. On the other hand, the operation and maintenance of IT is supposed to cost less and less.

The risk associated with this is that the quality of the applications will suffer – above all the internal quality of the systems, beyond the functionality per se. However, quality deficiencies in the internal structure of software also have a negative impact on the functionality of the applications in the long term, and force up maintenance costs.

Solution

To further develop its accounting system, known as CESAR (Cargo Entire Sales Reporting), Lufthansa Cargo therefore joined with SQS Software Quality Systems to set up a performance measurement system. The basis is the SQS Process Performance Management component (PPM). This system, with its own control centre, measures the quality of newly developed system components according to criteria set by the IT management from Lufthansa Cargo and the developers from the strategic partner Lufthansa Systems.

The control centre collates the measured values and edits them in different ways for different users: for both corporate management and the developers. The people in charge can call up the latest version of the information relevant to their needs at the press of a button. When setting up the performance measurement system, SQS took care of the following tasks:

- Advice on procedures and components
- Running the workshops at which Lufthansa Cargo defined the metrics for the performance measurement system
- Supply of other metrics relevant to the business
- Advice on prioritisation of the metrics
- Setup and commissioning of the performance measurement system and control centre on the basis of company-specific business objectives and requirements
- Analysis of the first results of measurement and derivation of improvement measures

Benefits for the Customer

- Less cost and effort expended on IT maintenance and operation.
- Higher quality of new and expanded software products .
- Consistently transparent quality of the developed software.
- The management can introduce countermeasures at an early stage in the event of measured results deviating from requirements.
- The objectifiable measurement results simplify communication between the client (Lufthansa Cargo) and the supplier (Lufthansa Systems).
- The management receives quantifiable reports about the impact of its investment in quality assurance.

Contact

If you are interested in SQS' service offering regarding testing and quality management for the Retail & Logistics industry, please do not hesitate to send us an e-mail: info@sqs.com