



# LH Group @ EASA Safety Week

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# Entering **New Normal** after 2 years of unprecedented crisis



The world  
**travels** again



**Volatility** =  
new normal

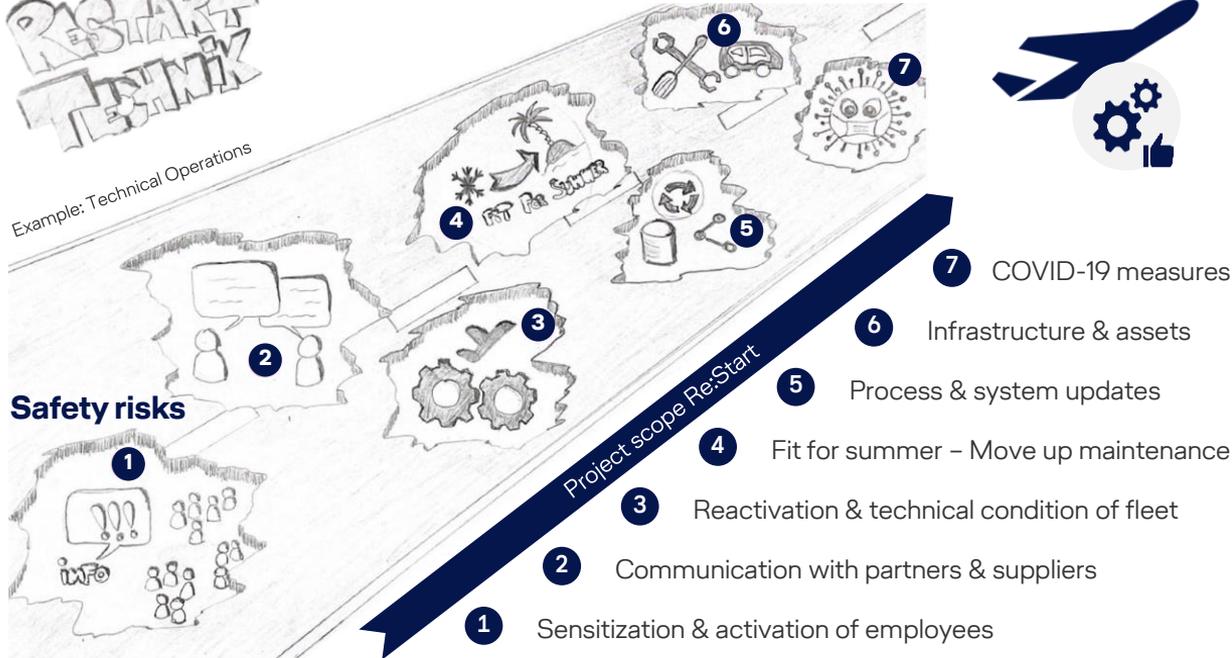


**Next challenges**  
geopolitical conflicts,  
ops performance,  
system partner & supply  
chain shortages, ...

# Comprehensive **Re:Start projects** delivered on bumpy runway

**RESTART  
TECHNIK**

Example: Technical Operations



## Safety challenges

- No safety data without Ops, **new safety “sensors”** needed (rumors, chat wall, F2F)
- **Full re-build** technical, operational & personal requirements
- **HF beyond work** (job fear, social distancing, home office, perception of aviation)
- **Forecast 2 weeks** vs. process lead times > 3 months

# Lessons Learnt in coping with uncertainty and crisis management

Crisis  
Response  
Principles

## Flexibility



Safety & flexibility are no conflict.

Frequent change of forecast  
and revision of actions.



Upgrade industry frameworks  
to secure learnings.

Remote audits, digital vs. onsite,  
delegation – global standards, ...

## Management of Change



Time is a factor.

Secure operating space  
for issues ahead.

Be bold and unconventional.

## Action Plan



Set business priorities consciously.

Conduct contingency planning  
based on various scenarios.



Early communication is key.



Thank you!



# Welcome!



## Arnold Hoessler

- Senior Director Quality & Standards Technical Fleet Management LH Group
- Program Lead OneCAMO spearheading regulatory development with EASA/A4E and implementation across LH Group
- 25+ years experience in aviation sector in various leadership and technical functions in airline, CAMO, MRO/145
- Graduate Engineer in mechanical engineering and aviation enthusiast