

SUCCESS STORY FLUGHAFEN MÜNCHEN GMBH

# Munich Airport – Risk Management made easy with TIM



Success Story



## Initial Situation

- Although risk management was carried out in accordance with legal requirements, it was done using Excel lists that were difficult to manage.
- Future relevant legal requirements were not covered.
- Operational implementation using Excel lists was cumbersome and time-consuming.
- Creating overviews and management reports was laborious and time-consuming.
- No proactive dialogue between the various departments.

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**„By reducing coordination efforts and throughput times, we achieved a 40% saving in time!“**

JÜRGEN WEISS

Head of Process Management and Benchmarking,  
Flughafen München GmbH

## Execution

- The risk management workflow at Munich Airport is implemented using the TIM system. Risks are recorded centrally via an intranet form.
- Each risk is reviewed and approved according to various criteria (e.g., amount of damage or probability of occurrence) and appropriate measures are derived by the risk manager.

- The risk manager reviews and processes the risk, and then forwards it to the relevant risk advisor.
- The TIM Cockpit offers clear, detailed views and various evaluation options.
- Automatic export of reports for management and the supervisory board is required.



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**„The biggest advantages  
we have with TIM are audit  
compliance, consistent  
processes, speed and  
transparency.“**

JÜRGEN WEISS

Head of Process Management and Benchmarking,  
Flughafen München GmbH



# Achievements

- Centralised risk recording, assessment and processing according to uniform standards.
- Transformation to a forward-looking risk management system.
- Cross-departmental, joint identification of risks and seamless further processing through defined process steps in TIM - complete, traceable and change-verifiable.
- Proactive risk analysis and control by management.
- Relief for departments through structured and efficient task distribution.
- Implementation of a clear reporting system (automatic display of execution data such as downtimes and waiting times).
- Audit-proof and consistent processes.
- Significant increase in speed and transparency.

## About Munich Airport

Founded in 1949, Flughafen München GmbH (FMG) (FMG), together with its subsidiaries and affiliated companies, operates Munich Airport. The Bavarian air traffic hub is Germany's second-largest airport and the only five-star airport in Europe.

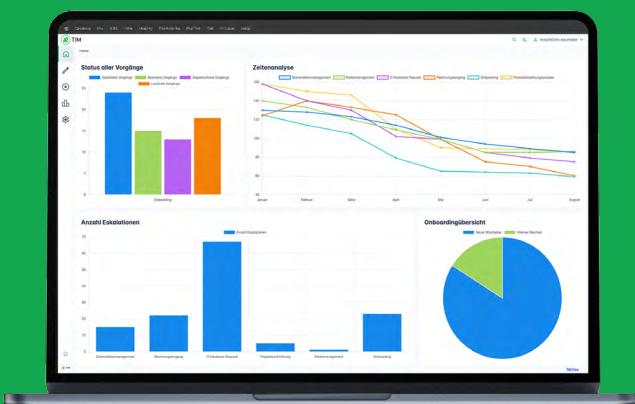


Learn more about Munich Airport here: [www.munich-airport.de](http://www.munich-airport.de).



## Why TIM Flow?

- Fast entry with an ROI in less than six months – incomparably efficient.
- Next-level process automation – with TIM and AI.
- Versatile evaluations provide you with unprecedented insights into your processes and enable profound decisions.
- Highly complex processes run stably and reliably.
- Rapid implementation and simple rollout.
- Complete transparency regarding the process status at all times.
- Intuitive operation and clear structure of the TIM user interface – ideal for all process participants.
- Continuous development of our software and features – you are always up to date.
- First-class services and support – fast, competent and always there for you.





# Start Your Own Success Story!

Optimise your business processes and increase efficiency with TIM Flow!

Would you like to learn more about successful use cases? Contact us for further information or an individual demo to discover the full potential of our solution for your company.

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