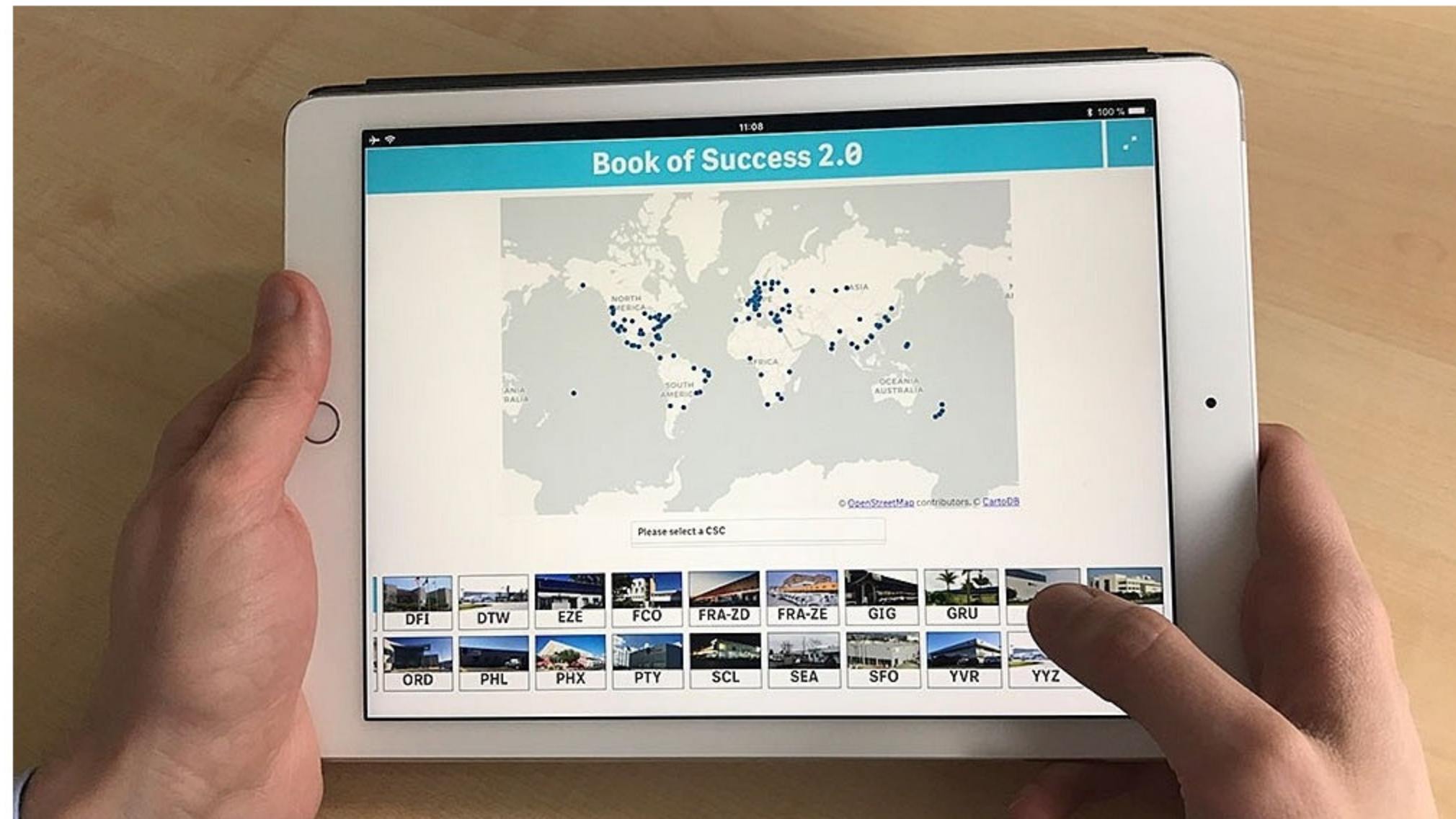




# What's going on in MIA and FRA ZD? The answer is just a click away

The "Book of Success 2.0" web application promotes transparency



The "Book of Success 2.0" web application

How can you get a quick overview of one of our facilities, including key facts and figures, current customers, quality performance and projects with just one click and on a daily basis? The solution is offered by the Operations Value Chain's (OVC) "Book of Success 2.0" TOPAS project.

"The aim of the project was to create more transparency among our CSCs," explained Magnus Glozbach, Manager Quality Data & Analysis and "Book of Success 2.0" project manager. "Through the 'Book of Success,' our General Managers can access important daily performance data from other CSCs and learn about relevant operational topics and projects. So, we promote best-practice sharing and exchanges among each other in order to stimulate conversations between global, regional and local management."

What was previously displayed on Sharepoint with far more than 100 PowerPoint slides per facility can now be conveniently combined through a browser or as a web app on iPads without any additional effort. That is because the "Book of Success" has interfaces with existing systems, including A&mi, our financial reporting tool, CAQS, our quality and audit database, as well as the Salesforce platform from Sales & Marketing and the tracker (formerly DI+), our improvement database.

In addition to the factual data, the "Book of Success 2.0" also offers comprehensive reporting functions and an overview of planned operational topics and projects in the individual CSCs, thanks to Qlik technology.

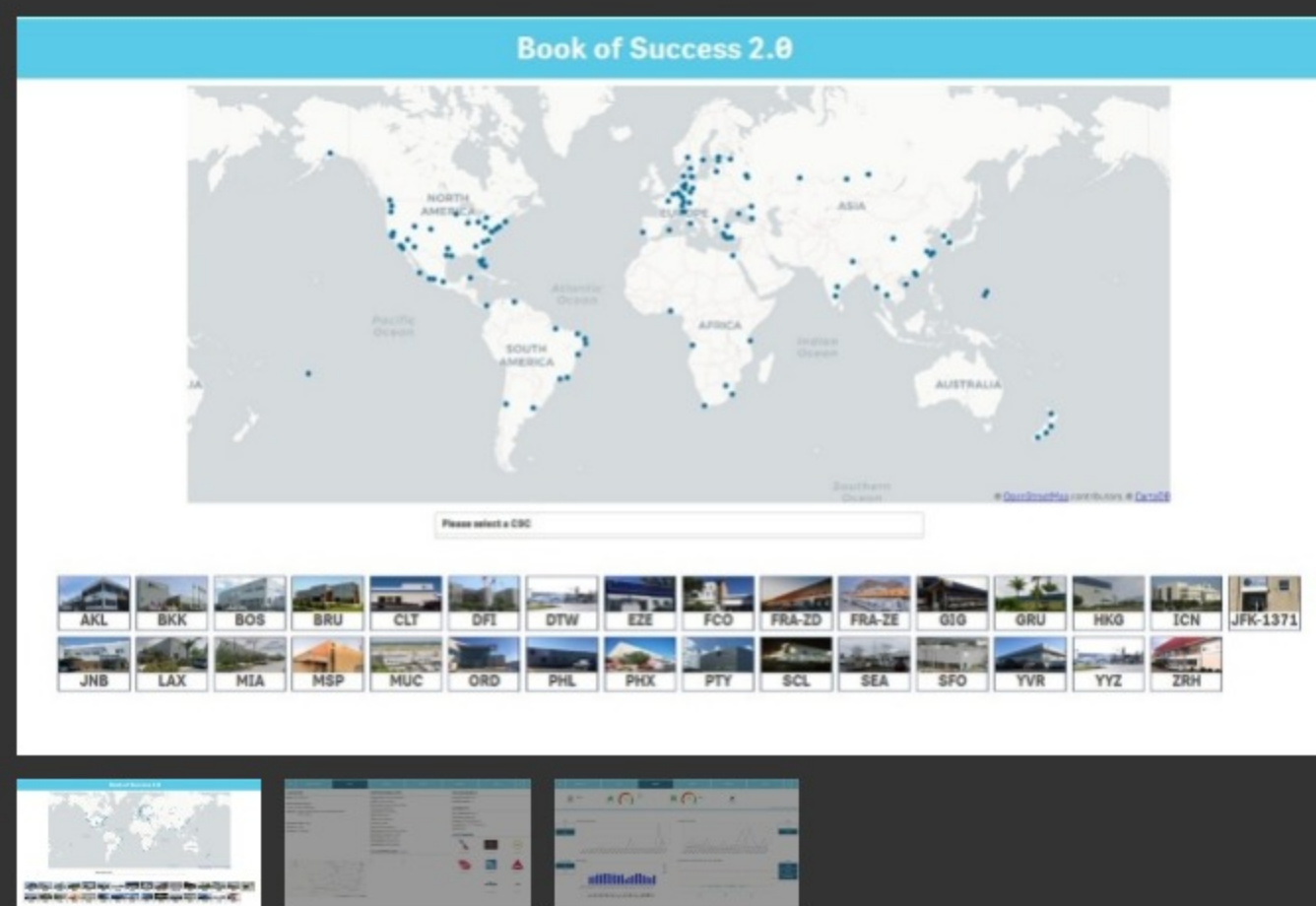
Take a look at the "Book of Success 2.0":



By **Isabelle Mager**  
isabelle.mager@lsg-group.com

27. March 2018

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The Book of Success offers an overview on our TOP 30 CSCs...

The application currently focuses on the **Top 30 CSCs**, but it can easily be deployed in all of our units. The senior, corporate and regional management teams and GMs all have access to the tool.

The "Book of Success" is available for Qlik license holders via the Lufthansa network (VPN).

If you have any questions, please contact **Magnus Glozbach**.

## More of this category



### HNA Group's airline caterer Gategroup grounds Swiss listing

The airline caterer, part of China's cash-strapped conglomerate HNA Group, has ditched plans to list on the Swiss stock exchange in a deal valuing the company at up to 2.8 billion US-Dollar

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### „Mahalo“ to the Kitchen of the Year 2017



LSG Sky Chefs' Japanese joint venture partner Cosmo receives Hawaiian Airline's popular award for its excellent service

### Meet GM John Leader!



The new Food Safety Awareness Training provides real-life examples about the importance of food safety

### TOPAS from a different perspective



The program was the topic of the latest "Stay Tuned" at our corporate headquarters

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Responsible for this page: **Isabelle Mager**

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