



The **Chair of Operations Management** at **TUM School of Management**, together with **Munich Airport International GmbH (MAI)** invites interested and qualified students to conduct the project study

## **Knowledge Management – Set-Up and implementation of a Benchmark Database for MAI –**

### **About Munich Airport International GmbH:**

Munich Airport International GmbH ([www.munich-airport.com/international](http://www.munich-airport.com/international)) is a wholly-owned subsidiary of Flughafen München GmbH (FMG), the operator of Munich Airport – Europe's first and only 5 Star Airport. At MAI we spread the expertise and service excellence of Munich Airport into the world by offering airport management, consulting and training services all around the globe. Next to the operation, maintenance and concession management at Terminal One at Newark Liberty International Airport (USA) and Sofia (Bulgaria) we are currently consulting amongst others in the Middle East, Iceland and Central America.

**Problem description:** For offering consulting services to other airports and for planning and developing airports worldwide a benchmark database is a useful tool to equip our experts with data for their daily work. This is where we need your help!

You conduct research about trends in the field of knowledge management in general and more specifically about benchmark databases. The aim is to evaluate tools and solutions that are already in the market and to find out whether and how other consulting companies build up their knowledge management. Based on that you set up a benchmark database and collect relevant benchmark / KPIs about Munich Airport and about public available data of other airports that can be added into the database. As a final step a guideline on how to use and extend the benchmark database will complete the project.

**Requirements:** You should possess analytical skills and be interested in the field of business analytics as well as research and development. As we operated globally our company language is English, which shouldn't be a problem for you.

<b>Beginning date:</b>	as soon as possible
<b>Number of students:</b>	2 - 3
<b>Language:</b>	English
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