

MANFRED MÜLLER



University Lecturer in Risk Management
Flight and Training Captain Airbus A330/340/350 ret.
Head of Aviation Safety Research Lufthansa AG (2010-2020)

Manfred Müller looks back on more than four decades as an aircraft pilot at Deutsche Lufthansa AG. In addition to his work as a training captain on the Airbus A330, A340 and A350 aircraft types, he was head of flight safety research at Lufthansa AG for many years.

In 1992, he completed training as an aircraft accident investigator at the University of Southern California in Los Angeles. In 1995, he was appointed deputy safety pilot at Lufthansa and, in 2002, head of flight safety. From 2010 until his retirement in 2020, Manfred Müller headed the Lufthansa Group's flight safety research. His work focuses include an interdisciplinary research project of the Federal Ministry of Economics and Technology on the topic of "quantitative identification and assessment of flight safety risks," as well as, for example, the development of strategies for optimized personnel management in non-supervised work areas and intercultural influences on risk management.

Manfred Müller has also been working on the topic of "risk management in medicine" since 1995 and has developed seminars for medical staff for this purpose. Since 2002, he has expanded his seminar and lecture activities to additional sectors. In addition to mining, power plant technology, mechanical engineering and the chemical industry, his range of topics also includes banking and general aspects of strategic corporate management.

Manfred Müller has been a lecturer in risk management at Bremen University of Applied Sciences for two decades. In addition, he teaches at the Chair of Flight System Dynamics and the Chair of Ergonomics at TU-Munich. Since the summer of 2020, he has been involved in setting up a patient safety subject at the medical faculty of TU-Munich. As of 2014, Manfred Müller is supporting European research projects to increase flight safety on behalf of the EU Commission.

In 2020, Manfred Müller was awarded the Federal Cross of Merit on Ribbon by the President of the Federal Republic of Germany for his multifaceted commitment in the field of risk management.

In his lectures, Manfred Müller transfers his findings from aviation risk management to the everyday life of his audience. The aim is to develop strategies for the optimal detection and management of errors and the development of low-risk work structures.

Topics (Selection):

- Humans - a security risk?
- Avoid risks, use opportunities
- Errare humanum est - Reflections on risk management
- Application of aviation safety strategies to other industries
- Reflections on risk management - experiences from aviation
- The role of humans as operators in a world full of HITEC
- Reflections on the human/technology interface
- Opportunities and risks of AI