

Instructor Biography



Martin Schweinberger
Course: Passenger Experience Management

Martin joined Munich Airport in 2018. His main background is in market research and customer experience measurement. He worked for various market research agencies and has experiences in customer satisfaction measurement as well as CX projects in multiple industries.

Since 2018 Martin is part of Munich Airport's quality management department working as senior expert for quality- and passenger experience measurement and –management. Martin is responsible especially for market research topics and deriving implications from survey research in order to enhance passenger satisfaction.

Further he is responsible for developing and introducing a customer experience management framework into the Munich Airport Operating Company (FMG), developing and introducing passenger experience measurement programs, creating management reports as well as being a member of Munich's quality- and passenger experience decision panel.