



NTSB National Transportation Safety Board

An update from NTSB

Robert L. Sumwalt

NTSB Board Member

September 21, 2010

The Board

- 5 Members, appointed by the President, with advice and consent of the Senate



Mark Rosekind
Member



Chris Hart
Vice Chairman



Debbie Hersman
Chairman



Robert Sumwalt
Member



Earl Weener
Member

The million dollar question?

- Are you prepared to interface with NTSB if there is an accident in your organization?
 - Do you understand the party system?
 - Who will be your party coordinator?
 - Are you familiar with NTSB's rules and practices?

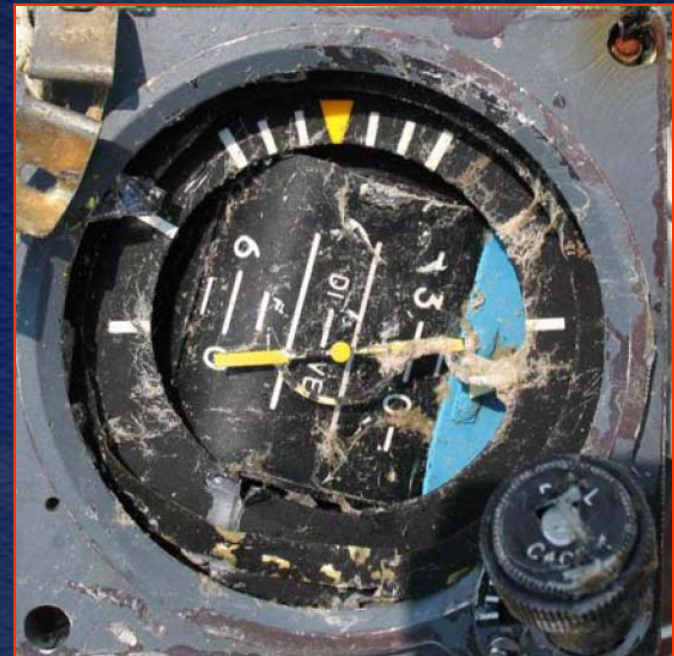




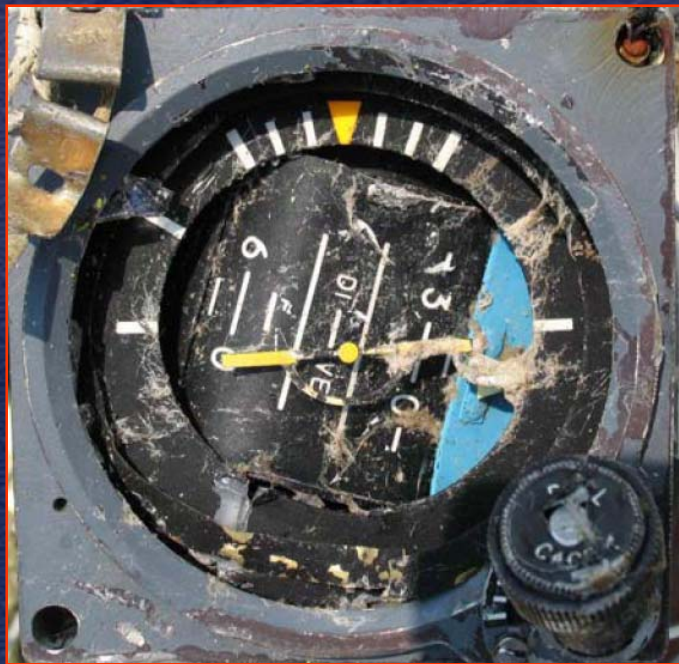
NTSB National Transportation Safety Board

High Standards: Getting the Right Attitude

Robert L. Sumwalt



June 4, 2007



What the investigation found

Captain/chief pilot/check airman

- had prior certificate revocation
- routinely failed to comply with procedures and regulations
- falsified training records

NTSB Finding

- “The pilots’ lack of discipline, in-depth systems knowledge, and adherence to procedures contributed to their inability to cope with anomalies experienced during the accident flight.”

The customer

- Had contracted with this Part 135 operator for 19 years.
- Wanted safe transport for medical personnel, patients, and transport organs.



Different expectations

- There is often a “disconnect” between the expectations of the “customer” and what they are actually getting.

What do your customers want?

- World class
 - Top 3 - 5 percent of the industry
 - Organization thrives in seeking to be the very best
- Best practices
 - Adopts and implements procedures above and beyond regulatory requirements
- Basic regulatory compliance
 - Meets spirit of regulations, but no higher
- Sub-standard performance
 - non-adherence to regulations, cutting corners are the norm

Adopted from Pete Agur

NTSB



What are they getting?

- World class
 - Top 3 - 5 percent of the industry
 - Organization thrives in seeking to be the very best
- Best practices
 - Adopts and implements procedures above and beyond regulatory requirements
- Basic regulatory compliance
 - Meets spirit of regulations, but no higher
- Sub-standard performance
 - non-adherence to regulations, cutting corners are the norm

Adopted from Pete Agur

NTSB



The importance of written standards

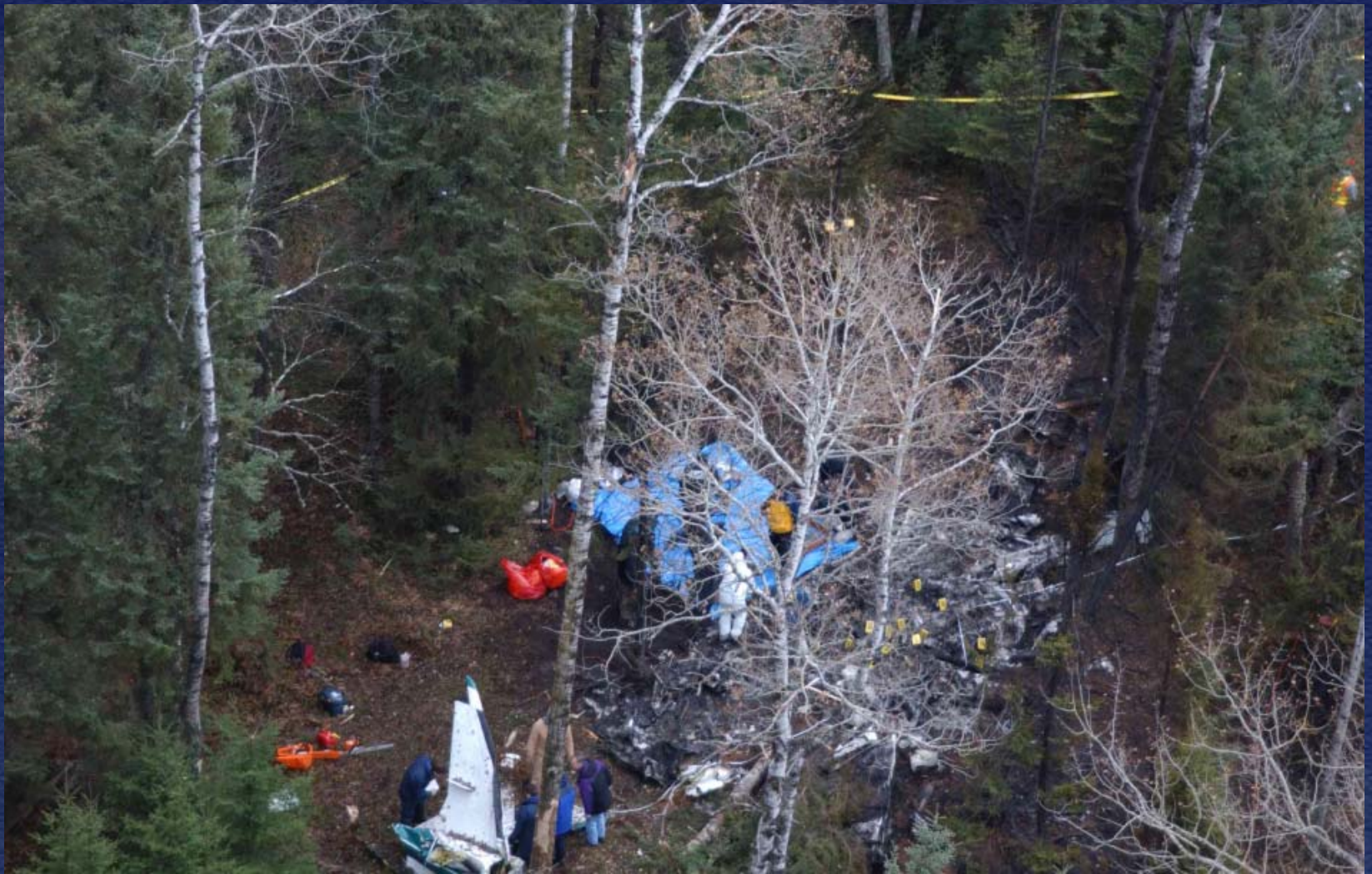
- “Standard operating procedures (SOPs) are universally recognized as basic to safe aviation operations.”
 - AC 120-71A
- “A flight operations manual is an essential possession for all corporate aviation departments.”
 - NBAA Management Guide

NTSB accident investigations

- The NTSB has found that lack of standards is a consistent theme across many aircraft accidents.
 - Organizations don't have adequate standards
 - People don't adhere to whatever standards are in place



October 25, 2002



Standardization ?

- Maneuvers Guide – contained key procedures for briefing and conducting instrument approaches
 - Pilots were expected to adhere to procedures in Maneuvers Guide
 - Maneuvers Guide was only issued to the chief pilot and instructors

Standardization ?

- Company check airman: rated company's standardization as "6" (on 1-10 scale)
- Company pilot: "Fair to good"
- Lead ground instructor: "Fair"
 - Suspected that some pilots were following SOPs while others were not
 - Aware that some pilots used their own checklists, instead of company checklists
- Another pilot: never seen any standardized callouts documented in any company manual
 - To compensate, she used callouts she used at another company

“When asked about the flight department's standard operating procedures (SOPs), the chief pilot advised that they did not have any...”



“... the flight department had started out as just one pilot and one airplane, and that they now had five pilots and two airplanes...”

09 14 2007

February 2, 2005



NTSB





NTSB



What level is your operation?

- World class
 - Top 3 - 5 percent of the industry
 - Organization thrives in seeking to be the very best
- Best practices
 - Adopts and implements procedures above and beyond regulatory requirements
- Basic regulatory compliance
 - Meets spirit of regulations, but no higher
- Sub-standard performance
 - non-adherence to regulations, cutting corners are the norm

Adopted from Pete Agur

NTSB



Things to think about

- Do you have clearly defined, well thought-out standards?
- If so, do you insist on rigorous adherence to those standards?
- How do you measure adherence?
- Do you reward the right kinds of behavior?







NTSB

NTSB

