



## NATIONAL TRANSPORTATION SAFETY BOARD

Eastern Regional Office  
45065 Riverside Parkway  
Ashburn, VA 20147

October 19, 2009

Albert A. Murrer III  
Director-National Air Logistics  
Quest Diagnostics  
159 Air Museum Drive  
Reading, PA 19605

Reference: ERA09LA469, Accident Investigation of Beech 58, N167TB, Teterboro, New Jersey.

Dear Mr. Murrer,

Thank you for the assistance and information provided to me by the Quest Diagnostics aviation department. The timeliness of the return of the NTSB Form 6120.1, as well as the insight you've provided, have been a tremendous help.

The focus of the investigation during the early stages was on perishable evidence. Because the airplane was so severely damaged, it was imperative that we complete the examination of the major components in as close to as-is condition as possible.

As the investigation progresses, your continuing assistance is needed. Please provide me with the following information:

How often does Quest Diagnostics aviation conduct safety training for aircrew personnel and frequent fliers?

**ANNUALLY FOR FLIGHT CREWS, FREQUENT FLIERS ABOUT EVERY TWO YEARS**

A list of the training and the dates of the training for the past 2 years would be helpful. **ERIC**  
Safety training to include:

1. On-aircraft review of emergency equipment (fire extinguisher, etc.) and its use.  
**ANNUAL FIRE EXTINGUISHER TRNG (SEE FLASH DRIVE DOCUMENTS)**
2. Location and operation of all exit locks and release handles to include actual door jettison.  
**INITIAL A/C TRNG (SIMCOM)**

3. Use of supplemental oxygen training.  
**SUPPLEMENTAL O2 ONLY FOR EMERGENCY USE**
4. Hazardous materials/hazardous waste training.  
**EVERY 2 YEARS (SEE FLASH DRIVE DOCUMENTS)**

Is there a designated Safety Officer in the Quest Diagnostics flight department? Does he/she have a separate, dedicated safety budget?

**YES, NO**

How often do the pilots attend Crew Resource Management (CRM) Training? Is there a CRM Standard Operating Procedure Manual with a common glossary of terms at Quest Diagnostics? Is CRM evaluated during checkrides?

**SINGLE PILOT 91 OPERATION**

I am requesting copies of the following documents as well.

1. Quest Diagnostics aviation department Standing Operating Procedures.  
**FOM (SEE SECTION 11)**
2. Quest Diagnostics aviation department Standardization and Aircrew Training Program.  
**ERIC SUPPLIED DOCUMENTS**
3. Quest Diagnostics aviation department Aviation Safety Program.  
**FOM (SEE SECTION – SMS)**
4. Quest Diagnostics aviation department Risk Assessment/Risk Management Program.  
**FOM (SEE SECTION- SMS), DAILY RISK ASSESSMENT MEETING**
5. Quest Diagnostics aviation department Aviation Life Support Equipment Program.  
**?**
6. Quest Diagnostics aviation department Pre-Accident Plan (Accident Notification Procedures).  
**FOM (ARP, SECTION 15)**
7. Organizational Chart for Quest Diagnostics aviation department, to include key positions within the unit, such as: Safety Officer, Training Officer, and Maintenance Officer.  
**FOM (SECTION 1, PAGE 1-3)**
8. Organizational Chart of the managerial levels above the Quest Diagnostics aviation department.  
**OBTAIN FROM DEBBIE**
9. Quest Diagnostics reports generated during the investigation regarding the operation and supervision of Quest Diagnostics aviation department.  
**NO REPORTS WERE GENERATED**
10. Copies of the flight schedule for the Captain and First Officer for the month preceding the accident.  
**ERIC SUPPLIED DOCUMENTS**
11. Written statements or interview summaries received from both the Captain and First Officer of the accident flight.  
**NO WRITTEN STATEMENT OBTAINED FROM EITHER PARTY BY QUEST FLIGHT OPERATIONS, FAA DID INTERVIEW THE SIC**
12. Training and employment records for the Captain and First Officer.  
**ERIC SUPPLIED DOCUMENTS**

Thank you for your assistance in this matter, and if you have any questions, please contact me at 571-223-3923.

Sincerely,

Brian C. Rayner  
Senior Air Safety Investigator