

WHAT WE DO



What is QICO?

- The Office of Quality Assurance, Internal Compliance & Oversight (QICO) is an internal management function that partners with other departments to provide an objective review. Authorized by the General Manager as outlined in the [Quality Management System Plan \(QMSP\)](#).

Why QICO Performed This Review:

- This internal safety and security review (ISSR) is intended to provide Metro senior management with an assessment of the safety and security of SAMS, COMM, AFC, ELES and promote the actions needed to address any concerns.

QICO's Methodology:

- Developed a checklist and relevant review activities in accordance with System Safety Program Plan (SSPP), System Security and Emergency Preparedness Plan (SEPP) by identifying and assessing risks to safety & security of the agency.
- Review documentation, observe processes and interview key personnel.
- Review findings and required actions are rated based on severity of risk, which ranges on a scale from "Insignificant" to "High".

Note: An itemized internal Corrective and Preventive Action (iCAPA) is developed for each required action to achieve effective and measureable resolution of identified concerns. To check the status of iCAPA implementation go to: www.wmata.com/initiatives/transparency/.

WHAT WE FOUND | SAFETY & SECURITY REVIEW (ISSR)

April 2018

6. Systems Maintenance (SMNT) Shops & Material Support (SAMS)

Wins:

- ✓ Maximo calibration records indicate that all equipment is available to be used and will provide accurate measurement and performance.

Items Resolved During Review:

- ✳ SAMS corrected general housekeeping issues related to material storage.

7. Systems Maintenance (SMNT) Communications Branch (COMM)

Wins:

- ✓ The Maintenance Control Policy (MCP) is comprehensive and up to date supporting consistent work practices across the branch.
- ✓ Personal protective equipment (PPE) at all work sites visited was readily available and properly used promoting safe work practices.

8. Systems Maintenance (SMNT) Automatic Fare Collection Branch (AFC)

Wins:

- ✓ AFC has an efficient revenue key control process to monitor and track revenue key ownership during maintenance activities.

9. Office of Elevators & Escalators (ELES)

Wins:

- ✓ Correct usage of escalator barricades to prevent unauthorized entrance into work areas was observed at visited sites.
- ✓ Personal protective equipment (PPE) at all work sites visited was readily available and properly used promoting safe work practices.

Items Resolved During Review:

- ✳ An improperly stored battery pack for cleaning equipment was removed from a spill pallet.

WHAT WE WILL DO MOVING FORWARD



Key Takeaway

Continuing to enhance management controls and training will assure compliance with the System Safety Program Plan (SSPP) and the Security and Emergency Preparedness Plan (SEPP), contributing towards increased safety and security of WMATA operations.

Through the implementation of 9 iCAPAs we are committed to driving safety and security improvement initiatives with the objective of safeguarding the mission success of the agency while increasing customer and employee safety. These strategic plans to address issues of concern, required actions and recommendations are intended to drive real progress that is measureable and verifiable.

6. SAMS, 7. COMM and 8. AFC

- Update and implement procedures to improve supervisory controls, safety management, configuration management, and safety training.
- For details on committed action plans see the following iCAPAs: [QICO-SS-SMNT-18-01](#), [SMNT-18-02](#), [SMNT-18-03](#), [SAM-18-01](#), [COM-18-01](#), & [AFC-18-01](#).

9. ELES

- Identify opportunities to revise and implement sustainable safety requirements for training and maintenance activities, ensuring procedures to identify, mitigate, and report safety concerns are included.
- For details on committed action plans see the following iCAPAs: [QICO-SS-ELES-18-01](#), [ELES-18-02](#), & [ELES-18-03](#).