



Washington Metropolitan Area Transit Authority (WMATA)

Quality Internal Reviews and Internal Safety Reviews Tracker - 2017

As of 08/15/25

internal Corrective and Preventative Action Plan (iCAPA) Summary	Total	Closed (√)	Open (●)
	69	68	1

Risk Assessment Category and Description with iCAPA Totals		
	HIGH - Reasonable assumption that this risk will occur & will cause a failure of the business process to meet its objectives or cause objective failure in other activities	Closed: 13 Open: 0
	ELEVATED - Reasonable assumption that this risk will likely occur & will likely cause a failure of the business process to meet a significant part of its objectives	Closed: 28 Open: 0
	MODERATE - Reasonable assumption that this risk may occur & may cause a failure of the business process to meet a significant part of its objectives	Closed: 24 Open: 1
	LOW - Reasonable assumption that this risk will likely not occur & may cause a failure of the business process to meet part of its objectives	Closed: 3 Open: 0
	INSIGNIFICANT - Reasonable assumption that this risk will not occur & unlikely to cause a failure of the business process to meet part of its objectives	Closed: 0 Open: 0

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Area of Focus: Engineering & Maintenance

Metrorail Structural Inspections	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-SIM-17-01		April 2019	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
WMATA must develop a comprehensive strategy to address the major structural deficiencies. <ul style="list-style-type: none">✓ Developed a new integrated lifecycle asset management and capital program.✓ Provided quarterly progress report for station platform reconstruction; including scope, schedule, and budget.✓ Drafted contract documentation for gaining resource(s) to support development of a materials management process.✓ Disposed of all expired materials from TRST-Structures storage areas.✓ Developed a business plan and implemented processes based on industry standards and agency objectives for materials.✓ QICO evaluated items submitted to confirm that the required actions have been resolved.					
QICO-SIM-17-02		September 2023	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Establish formal processes to ensure that critical inspections are completed according to schedule. <ul style="list-style-type: none">✓ Finalized SOP and developed training for all inspection staff.✓ Trained employees on new procedures.✓ Established feasibility in using Maximo for inspection process for maintenance measures.✓ Drafted contract documentation to support Maximo transitioning effort.✓ Produced a project plan for implementation including scope of work, project schedule.					
QICO-SIM-17-03		November 2020	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Institute corrective measures and management controls to eliminate deficiencies in inspection reporting. <ul style="list-style-type: none">✓ Established feasibility in using Maximo for inspection process to maintenance measures.✓ Established needs to support Maximo transition effort.✓ Produced a project implementation plan that includes scope and schedule.					
QICO-SIM-17-04		December 2020	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Establish and implement written requirements to govern the capture, completion, quality control, and engineering review of inspection reports. <ul style="list-style-type: none">✓ Approved inspection manuals: Bridges, Parking Garages, Stations.✓ Finalized SOP and developed training for all inspection staff.					
QICO-SIM-17-05		April 2021	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Establish formal practices for the capture of inspection defects in the enterprise asset management system. <ul style="list-style-type: none">✓ Worked with MOC to implement creation of Maximo work orders for non-structural defects.✓ Submitted new reporting approach to highlight work orders that are overdue.					

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Metrorail Tunnel Ventilation System: Mechanical Subsystem Maintenance	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-TVS-17-01	<div></div>	March 2019	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Establish clear policies for the storage and removal of equipment in work areas, incorporating processes for interdepartmental coordination required to complete maintenance activities.</p> <ul style="list-style-type: none">✓ Updated Policies and Instructions 4.10/4, 4.14/3, & PLNT 3000.✓ Supervisor acknowledged Policies and Instructions 4.10/4 & 4.14/3 via memorandum notice.✓ Developed a housekeeping bulletin for COO's signature and distribution.					
QICO-TVS-17-02	<div></div>	August 2018	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Establish clear definitions of training requirements for maintenance and supervisory positions, including differences in roles and responsibilities and quality control measures.</p> <ul style="list-style-type: none">✓ Revised SOP governing QC inspections by supervisors.✓ Developed a 1-day quality control course that supervisors attended.					
QICO-TVS-17-03	<div></div>	June 2019	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Complete, update, and maintain governing maintenance documents to ensure appropriate engineering controls of maintenance activities.</p> <ul style="list-style-type: none">✓ Revised and completed governing maintenance documents.✓ Retrained general equipment mechanics in Lock-Out-Tag-Out (LOTO) and provide a checklist for LOTO activities.					
QICO-TVS-17-04	<div></div>	November 2017	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Perform an investigation into the generation of maintenance documentation, to include the items identified by QICO. This investigation must be completed by an appropriate authority not directly responsible for completing the work being investigated.</p> <ul style="list-style-type: none">✓ Investigated how maintenance documentation is generated.✓ Implemented a management plan to address findings of the investigation.					
QICO-TVS-17-05	<div></div>	March 2020	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Establish document control procedures to standardize the capture and storage of maintenance documentation.</p> <ul style="list-style-type: none">✓ Revised governing maintenance SOP to include data quality and personnel training.✓ Procured mobile devices and provided training to PLNT personnel on their use.					

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Metrorail Traction Power Inspection & Maintenance	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-TRPM-17-01	<div><div></div></div>	May 2020	Closed	<div><div></div></div>	100%
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Clearly define specific training requirements and periodicities for each technician grade and develop methods of capturing on-the-job training in accordance with the <i>Maintenance Control Policy</i> (MCP). <div><div>√</div> Worked with TRPM management to finalize a training matrix that identifies training requirements for each TRPM mechanic level.</div> <div><div>√</div> Finalized new TRPM training curriculum that includes OJT training.</div> <div><div>√</div> Report – New TRPM employees completed initial training on Deliverable # 1.</div>					
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QICO-TRPM-17-02	<div><div></div></div>	May 2023	Closed	<div><div></div></div>	100%
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Review and perform necessary revision to maintenance documentation, including the <i>Maintenance Control Policy</i> (MCP), and establish supervisory control to ensure compliance with updated requirements. <div><div>√</div> Created Policy/Instruction standardizing log book entries in TRPM equipment rooms, documented Policy/Instruction review, and acquired acknowledgement by TRPM personnel.</div> <div><div>√</div> Documented training for TRPM personnel for the implementation of the logbook Policy/Instruction. Compliance review of the logbook Policy/Instruction is outlined in the logbook Policy/Instruction.</div> <div><div>√</div> Issued Task Order to consulting firm to develop required documents. Scheduled deliverables per the SOW issued.</div> <div><div>√</div> Provided copies of <i>Inspection Procedures</i> (1000 series), <i>Preventive and Corrective Maintenance Procedures</i> (1100 series), <i>Traction Power System Integration Test and Inspection Procedures</i> (1200 series), and <i>Traction Power Standard Operation Procedures</i> (2000 series).</div> <div><div>√</div> Authorized <i>Inspection Procedures</i> (1000 series), <i>Preventive and Corrective Maintenance Procedures</i> (1100 series), <i>Traction Power System Integration Test and Inspection Procedures</i> (1200 series), and <i>Traction Power Standard Operation Procedures</i> (2000 series).</div> <div><div>√</div> ENGA developed PMI procedures for all new equipment and devices introduced on the Silver Line.</div> <div><div>√</div> Developed Policy/Instruction in accordance with OAP 100-20 for standardizing supervisor quality control checks and documentation of reviews and acknowledgements.</div> <div><div>√</div> Reviewed inspection and preventative maintenance data sheets to determine the most efficient means of linking them to work orders issued through the Maximo system for Rail Maintenance groups.</div> <div><div>√</div> Reviewed current forms and inspection sheets and incorporated additional requirement for Maximo work order numbers to be added.</div> <div><div>√</div> Submitted quarterly report showing progress made closing out backlogged open work orders.</div> <div><div>√</div> Developed Policy/Instruction to document and standardize the various Maximo review processes currently in effect and implemented positive controls for date integrity.</div> <div><div>√</div> Provided Shared Drive access to all supervisors and area managers. All PM records are uploaded to the shared drive for management review.</div> <div><div>√</div> Developed Policy/Instruction outlining the responsibilities of supervisors and management for the electronic submission and review of records.</div> <div><div>√</div> Analyzed options to efficiently capture and store documentation of completed inspections/maintenance for TRST, TRPM, and ATCM.</div> <div><div>√</div> Created two (2) separate data sheets for AC/DC room inspections (e.g. Tie Breaker Substation, Traction Power Substation).</div> <div><div>√</div> Handed out sign-in sheets to maintenance personnel to acknowledge the implementation of new data sheets for AC/DC room inspections (e.g. Tie Breaker Substation, Traction Power Substation).</div> <div><div>√</div> Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div>					
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QICO-TRPM-17-03	<div><div></div></div>	January 2019	Closed	<div><div></div></div>	100%
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Ensure new Lock-Out-Tag-Out (LOTO) procedure is formally approved for proper use in TRPM maintenance activities. The new LOTO procedure must conform to OSHA requirements under section 1910.147. <div><div>√</div> Developed procedure detailing LOTO Procedure which complies with OSHA requirements under section 1910.147.</div> <div><div>√</div> TRPM re-trained all employees on LOTO procedures.</div>					
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iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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Metrorail Track Inspections	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-TIP-17-01	<div><div></div></div>	April 2020	Closed	<div><div></div></div>	100%
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Implement updated training programs and improvements to inspection schedules and territories to enhance the effectiveness of inspection activities, emphasizing quality over quantity.

- ✓ Researched alternative technologies (RFID tags) for TGV syncing.
- ✓ Revised SOP 208-12 to allow inspectors to continue walks after speed restrictions.
- ✓ Continued developing track walker training program (FTA-16-4-T1).
- ✓ Removed gauge rods within TRST's 14-day window.

QICO-TIP-17-02	<div><div></div></div>	March 2020	Closed	<div><div></div></div>	100%
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Document and implement a strategy to improve and maintain the quality of the defect database so that it can be relied upon by maintenance decision-makers.

- ✓ Improved the quality of recorded defects in Maximo.
- ✓ Established rules/procedures for storage of TGV and Optram data.
- ✓ Increased training of Optram for personnel.

QICO-TIP-17-03	<div><div></div></div>	November 2020	Closed	<div><div></div></div>	100%
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Establish a process to determine the precedence and priority of track access for essential inspection activities, reinforcing safety standards for field activities.

- ✓ Revised SOP #30.
- ✓ Conducted monthly track inspection/PMI meetings between MOWE and maintenance.

QICO-TIP-17-04	<div><div></div></div>	October 2019	Closed	<div><div></div></div>	100%
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Establish and update processes to better utilize the potential of the TGV, outlining requirements for engineering review of data it produces.

- ✓ Established standards for collecting data within 60 days.
- ✓ Updated MOWE organizational chart.
- ✓ Explored automated methods (algorithms) for TGV defect data quality checks.

Metrorail Vertical Transportation: Escalator Maintenance and Inspection	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-MVT-17-01	<div><div></div></div>	December 2018	Closed	<div><div></div></div>	100%
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Conduct an analysis of the current practices used to gather and store vertical transportation information. Create or modify methods to enhance the value and the reliability of data collected and stored.

- ✓ Evaluated workload and responsibilities of ELES Engineering and Maintenance teams.
- ✓ Developed a process to perform analysis of maintenance and service data for vertical transportation.
- ✓ Verification was conducted to ensure compliance of actionable items.

QICO-MVT-17-02	<div><div></div></div>	February 2019	Closed	<div><div></div></div>	100%
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Establish methods for maintenance personnel to perform their work more properly, efficiently, and effectively.

- ✓ Collaborated with Communications (COMM) to determine communication-based operational needs.
- ✓ Enforced current Preventative Maintenance and developed new performance standards to improve work planning and execution.
- ✓ Presented and discussed with ELES personnel new expectations described in #2.
- ✓ Enforced existing written instructions for ELES supervision in accordance with existing calibration policies.
- ✓ Presented and discussed with ELES personnel new Calibration Process/Checklist.
- ✓ Verification was conducted to ensure compliance of actionable items.

QICO-MVT-17-03	<div><div></div></div>	February 2019	Closed	<div><div></div></div>	100%
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Establish a maintenance control program that follows ASME code A17.1 Section 8.6; including methods for capture and storage of relevant maintenance data.

- ✓ Developed a draft comprehensive *Maintenance Control Policy* (MCP) to establish consistent methods for planning, execution, documentation, and data capture activities.
- ✓ Pilot Program of MCP.
- ✓ Finalized MCP.
- ✓ Developed a written process for completion, review, data entry, and filing of ELES maintenance documentation.
- ✓ Identified all ELES locations requiring fire extinguisher placement and developed procedures to ensure all extinguishers are periodically inspected.
- ✓ Verification was conducted to ensure compliance of actionable items.

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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Parts and Materials Inventory Management	<div><div></div></div> <div>0%50%100%</div>	85%
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QICO-PMIM-17-01	<div></div>	September 2019	Closed	<div></div>	100%
<p>Determine a method to implement a Material Requirement Planning (MRP) system while incorporating the fundamental industry standards which will enhance the efficiency and effectiveness of the supply chain process.</p> <ul style="list-style-type: none">✓ Conducted analysis of supply chain activities in accordance with industry standards to identify areas for improvement.✓ Developed a framework of policies to ensure consistent application of supply chain and storeroom practices.✓ Developed and implemented standard requirements for supply chain activities.✓ Established baseline methods for resource planning, clearly defining the roles of stakeholder departments.✓ Verification was conducted to ensure compliance of actionable items.					
QICO-PMIM-17-02	<div></div>	April 2027	Open	<div></div>	17%
<p>Evaluate current material receiving practices and develop methods to ensure items with shelf-life limitations are identified and tracked through the supply chain system. A shelf life policy needs to be developed to ensure incoming products have adequate shelf life prior to entering into stock across the Authority.</p> <ul style="list-style-type: none">✓ Submitted a staff notice emphasizing existing shelf-life controls.● Submit first years' worth of updates on SCES implementation.● Submit second years' worth of updates on SCES implementation.● Submit a preliminary report to verify functionality of the SCES process.● Perform an inventory audit of shelf-life enabled products and submit a report showing compliance.● Confirm there is evidence of the above actionable items.					
QICO-PMIM-17-03	<div></div>	June 2022	Closed	<div></div>	100%
<p>Identify parts and materials that require an incoming/receiving inspection for quality control purposes and define specific methods to verify key product characteristics of these items.</p> <ul style="list-style-type: none">✓ Actionable Item 1 Parts Data Request List (<i>Change in Scope</i>)✓ Actionable Item 1 Incoming Material Inspection Process (<i>Change in Scope</i>)✓ Actionable Item 2 Supplied Parts Information Update Form (<i>Change in Scope</i>)✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					
QICO-PMIM-17-04	<div></div>	November 2020	Closed	<div></div>	100%
<p>Establish governing documentation to define roles and responsibilities for the office of MIPN to ensure clear departmental duties across the supply chain.</p> <ul style="list-style-type: none">✓ Received approval of MIPNs organizational structure and functions from Rail, AGM, and COO.✓ Established governing documentation defining roles and responsibilities and aligned job positions to new organizational structure.✓ Established business and governing operating policies, SOPs, and Service Level Agreements.✓ Ensured the communication plan includes effective information sharing of newly established policies and informed the wider community and end users.✓ Developed internal key performance indicators to measure future performance.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
QICO-PMIM-17-05	<div></div>	March 2019	Closed	<div></div>	100%
<p>Establish and clarify requirements vendors must follow to ensure WMATA has clear supplier promised date and ship date used to update WMATA's data enterprise services.</p> <ul style="list-style-type: none">✓ Hired Procurement Manager.✓ Performed an overview of current procedures to identify how initial promise dates are determined.✓ Developed/revised procedures to provide clear communication between suppliers and WMATA.✓ Trained staff on new/revised procedures and communicated expectations to suppliers.✓ Implemented the procedures and measured compliance as identified in Actionable Item 3.✓ Verification was conducted to ensure compliance of actionable items.					
QICO-PMIM-17-06	<div></div>	July 2019	Closed	<div></div>	100%
<p>Procurement must identify and evaluate PR's that have been aging greater than 30 days in order to maximize efficiency and eliminate the continuing growth of the PR backlog.</p> <ul style="list-style-type: none">✓ Identified steps, systems, positions, and timeframe each Purchasing Requisition touches before being delivered to Purchasing Agent for Sourcing Action.✓ Identified all steps a Purchasing Agent must take to move a Purchase Action from Requisition to Award Stage.✓ Analyzed the processes in Actionable Items 1 and 2 to identify areas for improvement and developed an implementation plan.✓ Trained/re-trained Purchasing Agents on changed/improved processes as identified in Actionable Item 3.✓ Developed and implemented a plan based on Actionable Items 1 through 3 to make changes to reduce or eliminate the need to manually modify Purchasing Requisitions.✓ Verification was conducted to ensure compliance of actionable items.					

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Metrorail Automatic Train Control Inspection & Maintenance	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-ATC-17-01	<div><div></div></div>	March 2021	Closed	<div><div></div></div>	100%
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Establish clear training requirements for each mechanic grade, including periodicity, and develop methods of capturing on-the-job training in accordance with ATCM's *Maintenance Control Policy* (MCP). Develop training plan to comply with updated requirements.

- ✓ Worked with ATCM management to finalize training matrix that identifies training requirements for each ATC mechanic levels.
- ✓ OPMS and ATCM reviewed and documented the on-the-job training requirements.
- ✓ Issued an ATCM Policy/Instruction detailing the on-the-job-training requirements and training matrix.

QICO-ATC-17-02	<div><div></div></div>	January 2021	Closed	<div><div></div></div>	100%
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Review and perform necessary revision to maintenance documentation, including the *Maintenance Control Policy* (MCP), and establish supervisory updated requirements.

- ✓ Produced screenshots of SharePoint and training instructions.
- ✓ Produced memorandum notice that the new ATCM SharePoint is an additional tool for shift turnover communication between shifts.
- ✓ Revised current written instructions on how to create a detailed account of work performed on corrective maintenance work orders in Maximo.
- ✓ Produced procedures for quality control/compliance spot checks (level 1), and for spot checks of Supervisor’s work (level 2), including reviewing data sheets and work orders.
- ✓ Provided copies of completed quality control spot check Preventative Maintenances (PMs).
- ✓ Reviewed inspection and preventative maintenance data sheets to determine the most efficient means of linking them to work orders issued through the Maximo system for Rail Maintenance groups.
- ✓ Established a policy to implement the results of data sheet analysis.
- ✓ Drafted copy of system configuration management plan instructions and procedures (ATC 4000) manual - Language was included to require datasheet revision levels to be entered on all ATC procedures.
- ✓ Approved copy of System Configuration Management Plan Instructions and Procedures (ATC 4000) Manual - Language was included to require datasheet revision levels to be entered on all ATC procedures.
- ✓ Submitted quarterly updates on the progress made closing out backlogged open work orders.
- ✓ Analyzed options to efficiently capture and store documentation of completed inspections/maintenance for TRST, TRPM, and ATCM.

QICO-ATC-17-03	<div><div></div></div>	August 2018	Closed	<div><div></div></div>	100%
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Develop a process to determine which groups receive precedence or priority for track access maximize time available to complete critical maintenance/inspection activities.

- ✓ Monthly meetings included a review of ongoing track inspection and PMI activities to determine the needs of maintenance and inspection groups and establish prioritization for ROW access.

Metrorail Car Track Equipment Maintenance	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-CTE-17-01	<div><div></div></div>	March 2018	Closed	<div><div></div></div>	100%
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To ensure consistent and reliable work results, develop formal instructions to outline CTEM processes, including requirements for equipment modification, designating roles and responsibilities, manpower analysis, and for establishing quality control plans to ensure consistent application.

- ✓ Conducted a staffing analysis to determine CTEM needs for engineering support.
- ✓ Developed a quality control (QC) procedure for CTEM processes.
- ✓ Developed CTEM Standard Operating Procedure (SOP) for Maximo and Engineering Review.
- ✓ Presented and discussed new SOPs with CTEM personnel, and obtained employee signature acknowledgement.

QICO-CTE-17-02	<div><div></div></div>	August 2018	Closed	<div><div></div></div>	100%
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Improve the communication of defects and efficiency of troubleshooting/repair, coordinate with customer maintenance groups (ATCM, TRST, and PLNT) to develop written procedures for reporting equipment failure, making necessary revisions to repair logs to include description fields.

- ✓ Updated SOP 1.01 for reporting equipment failures to CTEM.
- ✓ Generated a bulletin for all maintenance groups within Rail Services to communicate updated requirements for SOP 1.01.
- ✓ Updated small equipment repair log book.
- ✓ Presented and discussed new SOP with CTEM personnel, and obtained employee signature acknowledgement.

QICO-CTE-17-03	<div><div></div></div>	April 2018	Closed	<div><div></div></div>	100%
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Provide a safe environment for work in CTEM shop areas, develop formal methods to ensure that all tools, equipment and documentation are accessible, up-to-date and in compliance with applicable inspection and calibration requirements.

- ✓ Revised Monthly 12 Point Inspection Requirements for CTEM spaces.
- ✓ Completed monthly 12 Point Inspection Reports
- ✓ Performed an evaluation of eyewash station locations and implemented solutions.

QICO-CTE-17-04	<div><div></div></div>	December 2017	Closed	<div><div></div></div>	100%
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Develop tracking mechanisms to ensure materials and components with shelf life limitations or other expirations are used or replaced appropriately.

- ✓ Provided on-the-job training (OJT) on SOP 1.08.
- ✓ Completed shelf life inspection checklists, developed as part of SOP 1.08.

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Post Safetrack Assessment – Next Level Maintenance Requirements	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-STP-17-01	<div><div></div></div>	December 2018	Closed	<div><div></div></div>	100%
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To promote the effective execution of future maintenance initiatives, establish or revise policy to indicate the minimum requirements for program documentation (plan, scope, schedule, etc.) and control mechanisms (change management), including development and approval timelines.

- √ Defined the plan and scope of documentation required to initiate a new maintenance program.
- √ Developed SOP to establish accurate and timely asset condition information and development for MOWE assets.
- √ Developed SOP to establish maintenance thresholds and communications between MOWE, TRST, and TRPM.
- √ Created SOP for Change Management process for internal stakeholders for which changes affect.
- √ Created SOPs for program changes and changes in scope requiring additional support for other offices, including a template for when additional track time is needed beyond initial estimates.
- √ Established procedure for closed loop solution at weekly MOWE work planning group meetings.
- √ Verification was conducted to ensure compliance of actionable items.

QICO-STP-17-02	<div><div></div></div>	February 2020	Closed	<div><div></div></div>	100%
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To improve the integrity of maintenance records, establish uniform requirements for the use of Maximo in the documentation of work activities, including applicable nomenclature and data fields for traceability.

- √ Issued task order utilizing existing IT contract and hired additional Business Analysts to support RCMP.
- √ Developed a consistent process and consistent fields for Maximo incidents for TRST, TRPM, and ACTM to assist in maintenance planning efforts.
- √ Verification was conducted to ensure compliance of actionable items.

QICO-STP-17-03	<div><div></div></div>	May 2023	Closed	<div><div></div></div>	100%
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To improve the quality and execution of future maintenance initiatives, establish form quality control measures for use in corrective maintenance and rehabilitation activities that ensure identification and remediation of deficiencies prior to returning assets to passenger service.

- √ Updated *Maintenance Control Policy* (MCP) for ATCM, TRST, and TRPM to reference different methods used in preventative and corrective maintenance activities.
- √ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

Metrorail Major Repair & Overhaul Processes	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-MRO-17-01	<div><div></div></div>	January 2019	Closed	<div><div></div></div>	100%
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Evaluate processes for handling, storing, and identifying the status of parts and materials, implement improvements to improve availability and reliability of parts and materials.

- √ Established SOP(s) for identification and storing of parts in the overhaul process.
- √ Presented and discussed with MRO personnel new SOP(s) in toolbox meetings.

QICO-MRO-17-02	<div><div></div></div>	May 2020	Closed	<div><div></div></div>	100%
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Review the priority for each component requiring a repair procedure, develop a schedule based upon need and available resources.

- √ Developed a written process flow for implementation.
- √ Developed a complete list of components that require a rebuild or overhaul procedure and established a schedule for development.
- √ Developed repair and overhaul procedures.

QICO-MRO-17-03	<div><div></div></div>	September 2018	Closed	<div><div></div></div>	100%
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Assess current safety practices, ensure all items that require a regular inspection are monitored for compliance.

- √ Reviewed existing processes and developed new procedures for equipment use.
- √ Developed and conducted training for employees on procedures and required PPE for use of overhead and jib cranes.
- √ Developed a criteria and checklist for inspection of first aid kits. Ensured first aid kits meet OSHA requirements.
- √ Developed inventory list for assigned kits.

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Metrorail Fire and Life Safety: Fire Suppression, Inspection and Testing	<div><div></div></div>	100%
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QICO-FLS-17-01	<div><div></div></div>	June 2019	Closed	<div><div></div></div>	100%
<p>Establish governing documentation to define the roles, responsibilities, and processes to ensure clear departmental ownership and obligations for ITM of all WMATA FPS's.</p> <ul style="list-style-type: none">✓ Developed a comprehensive FPS ITM program to ensure compliance with regulatory requirements.✓ Ensured the communication plan includes effective information sharing of organizational policies and adoption of new policy.✓ Verification was conducted to ensure compliance of actionable items.					
QICO-FLS-17-02	<div><div></div></div>	May 2018	Closed	<div><div></div></div>	100%
<p>Conduct an evaluation of current maintenance practices, including maintenance records and material storage, and establish methods to ensure requirements are clearly defined and adhered to.</p> <ul style="list-style-type: none">✓ Modified existing fire extinguisher checklist to ensure proper inspection.✓ Revised existing checklists to create system-specific checklist appropriate to codes and standards.✓ Verification was conducted to ensure compliance of actionable items.					

Metrobus Revenue Collection Equipment Maintenance	<div><div></div></div>	100%
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QICO-FBO-17-01	<div><div></div></div>	March 2022	Closed	<div><div></div></div>	100%
<p>Develop formal approved procedures for BMNT practices, including standards for MAXIMO data entry, engineering modification instructions, refurbished parts requalification, and develop a quality control plan to promote consistent application of corrective and preventative maintenance.</p> <ul style="list-style-type: none">✓ Developed SOP to accurately track, capture, and analyze work order data and outlined roles and responsibilities for quality control checks.✓ Developed training to support the utilization of the MAXIMO system by BMNT staff.✓ Developed a quality control process.✓ Reviewed current established modification process to determine which process is most suitable for Bus Farebox Depot Level Maintenance Modifications.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
QICO-FBO-17-02	<div><div></div></div>	June 2020	Closed	<div><div></div></div>	100%
<p>Develop a comprehensive training program specific to the revenue collection equipment technicians, covering both class room and on-the-job training (OJT).</p> <ul style="list-style-type: none">✓ Developed training specific to revenue collecting equipment technicians covering both classroom and OJT.✓ Scheduled and enrolled technicians for classroom training and OJT.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
QICO-FBO-17-03	<div><div></div></div>	March 2019	Closed	<div><div></div></div>	100%
<p>Develop and consistently measure performance indicators that reflect the actual performance of BMNT shop activities and drives improvement.</p> <ul style="list-style-type: none">✓ Developed KPI reports to improve efficiency.✓ Provided weekly and monthly reports with stakeholders to improve efficiency and drive performance.✓ Maintained reports to consistently measure for constant improvements.✓ Verification was conducted to ensure compliance of actionable items.					

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Area of Focus: Service Delivery

Metrorail Train Operator Activities	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-TOR-17-01	<div><div></div></div>	December 2020	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Conduct a comprehensive review and update of the current supervisory spot-check program for Rail Transportation (RTRA) to ensure it encompasses the totality of Train Operator duties and responsibilities, takes into account appropriate sampling and frequency of spot-checks, effectively captures non-compliance with requirements, and tracks remedial actions through validation and closure.</div> <div><div>√</div> Provided <i>RTRA Supervisor Spot Check Program</i> SOP (RSDAR SOP).</div> <div><div>√</div> Created a procedure for corrective measures of deficiencies found by supervisors.</div> <div><div>√</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
QICO-TOR-17-02	<div><div></div></div>	January 2025	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Conduct a comprehensive review and update of troubleshooting guides, procedural checklists and job aids to ensure they provide adequate guidance for current equipment and operational conditions, including appropriate oversight activities being performed.</div> <div><div>√</div> Developed updated troubleshooting guides, procedural checklists, and job aids for new 7k series trains equipment.</div> <div><div>√</div> Reviewed MSRPH to ensure it accurately reflects current equipment.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					

Metrorail Station Manager Activities	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-RSM-17-01	<div><div></div></div>	October 2020	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Reinforce requirements for entries in station logs and checklists, ensure all station kiosks have the documentation required, establish methods to ensure this documentation is updated when revisions are issued, and conduct quality control spot-checks to ensure compliance.</div> <div><div>√</div> Conducted station log book stakeholder meetings.</div> <div><div>√</div> Issued a <i>RTRA Operations Personnel Notice</i> (ROPN) to reinforce SSOP #38.</div> <div><div>√</div> Produced Station CCTV Upgrade construction schedule for station kiosks.</div> <div><div>√</div> Updated the Rail Supervisor’s Monthly Station Inspection to incorporate the MSRPH and MSSOPH availability in kiosks.</div> <div><div>√</div> Developed a Standard Operating Procedure (SOP) for Rail Station Supply Runners to ensure the most up-to-date document versions are available at each location.</div>					
QICO-RSM-17-02	<div><div></div></div>	March 2019	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Ensure all appropriate supplies are available to station managers in the case of an emergency, conduct quality supervisory checks to verify compliance with requirements for Emergency Cabinet inventory and securement as specified in SSOP #55.</div> <div><div>√</div> Revised <i>Station Condition Checklist</i> to ensure emergency cabinets are checked on a designated frequency.</div> <div><div>√</div> Updated the Rail Supervisor’s Monthly Station Inspection to incorporate the Station Emergency Cabinet inspection.</div> <div><div>√</div> Conducted audits of station emergency cabinets to verify compliance with inspection requirements.</div>					
QICO-RSM-17-03	<div><div></div></div>	November 2017	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Improve the application of inspection and testing by station managers, evaluate the inclusion of SOP references within the Station Condition Checklist to ensure all inspection and testing requirements are clearly outlined.</div> <div><div>√</div> Issued a <i>RTRA Operations Personnel Notice</i> (ROPN) to reinforce SSOP #41.</div> <div><div>√</div> Updated the <i>Rail Supervisor Daily Activity Report</i> (RSDAR) application.</div>					

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Metrorail Supervisor Daily Activities	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-RTRA-17-01	<div><div></div></div>	November 2017	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Evaluate RSDAR application to identify opportunities to enhance data quality and validity. <ul style="list-style-type: none">✓ Conducted a review of data provided during the audit to identify discrepancies and determine root-cause.✓ Identified discrepancies in the RSDAR application and performed appropriate remediation and testing.					
QICO-RTRA-17-02	<div><div></div></div>	May 2019	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Determine the appropriate reporting structure to ensure certification and oversight functions are run independent of the department performing the work. <ul style="list-style-type: none">✓ Re-wrote the RTRA QA/QC Officer job description to focus on operational quality control, compliance auditing, and certification of front-line employees.✓ Produced evidence of quality control activities.					
QICO-RTRA-17-03	<div><div></div></div>	November 2020	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Implement Rail Supervisor refresher training, establish a training schedule and develop requirements for retraining that accounts for operational needs and manpower availability. <ul style="list-style-type: none">✓ Defined the rail supervisor refresher training requirements.✓ Produced a schedule for training in-line with operational constraints.					

Rail Operations Controllers Activities	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-ROC-17-01	<div><div></div></div>	July 2020	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Introduce a process to continuously follow-up on the corrective actions driven by ROCC Quality Control Checklists to ensure ROCC controller performance is maintained and remedial actions are undertaken, including steps to ensure 100% compliance with Permanent Order T-16-10. <ul style="list-style-type: none">✓ Monitored ROCC Controller performance, issued remedial actions, and tracked progress through closure.✓ Tracked and documented nonconformance and subsequent remedial actions, showing status of actions through closure.					
QICO-ROC-17-02	<div><div></div></div>	March 2024	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Evaluate the practicality of Permanent Order T-16-10 as currently written, with regards to acknowledgement of blanket announcements for speed restrictions, and implement a solution that is effective and sustainable. <ul style="list-style-type: none">✓ Reviewed requirements set under Permanent Order T-16-10.✓ Issued clarification or revision of the Permanent Order based on review.					
QICO-ROC-17-03	<div><div></div></div>	September 2020	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
ROCC establish methods to adhere to SOP #1A, 1A.5.1.3.5, during roadway incidents. This should include any interdepartmental coordination that may be required to ensure accurate accounting of personnel during incidents. <ul style="list-style-type: none">✓ Evaluated current ROCC practices during incidents with regards to logging personnel.✓ Implemented a strategy to effectively monitor and log key personnel during incidents.					

Rail Station ADA Compliance Assessment - 2017	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-ADA-17-01	<div><div></div></div>	September 2018	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Develop and implement a process to measure the performance and availability of ADA related communications equipment, as required by the Policy/Instruction, to ensure compliance and improve maintenance practices. <ul style="list-style-type: none">✓ Developed ADA equipment and associated performance standards in accordance with Policy Instruction 16.1/1, section 5.09.✓ Created and analyze equipment report for Passenger Information Display Signs (PIDS), Intercom System, and Public Address System.✓ Verification was conducted to ensure compliance of actionable items.					
QICO-ADA-17-02	<div><div></div></div>	May 2019	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Reinforce locations of Areas of Refuge (AOR) with Station Mangers, through training and visual indication inside the kiosks, to ensure timely response and customer guidance in the case of an emergency. <ul style="list-style-type: none">✓ Reinstrcuted Station Managers and Rail Operations Supervisors on Permanent Order T-17-07 - <i>Procedures for Areas of Refuge</i> (AOR).✓ Placed kiosk notices with AORs for Station Manager use.✓ Verification was conducted to ensure compliance of actionable items.					

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Area of Focus: Capital Programs

System-Wide Capital Program Management	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-CPM-17-01	<div><div></div></div>	August 2021	Closed	<div><div></div></div>	100%
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Establish a framework of roles, responsibilities and processes for capital programming, including the departments of Capital Planning & Program Management, Chief Operating Officer, Chief Financial Officer, and Internal Business Operations, to ensure that the scopes of projects are performance driven and align with WMATA's strategic objectives.

- ✓ Included in the policy, an approach to gather requirements for asset conditions, and created frequency to update conditions.
- ✓ Identified the condition of key assets to be reviewed and determined associated performance targets.
- ✓ Created a prioritized capital program plan to establish performance targets beginning in FY2020.
- ✓ Identified the process to ensure monitoring and reporting of key assets and performance indicators are being impacted by ongoing capital investments.
- ✓ Ensured the communication plan includes effective information sharing of newly established polices to include outreach to all corporate partners and communicated to wider WMATA community and users.
- ✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.

QICO-CPM-17-02	<div><div></div></div>	November 2021	Closed	<div><div></div></div>	100%
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Standardize the definition of project budget and schedule requirements and define methods to measure project performance in accordance with these requirements.

- ✓ Identified a standard to identify project budgets and reviewed with corporate partners.
- ✓ Identified a standard to establish a project schedule with standardized milestones and reviewed with corporate partners.
- ✓ Identified the processes to evaluate the performance of projects to track budget and schedule. Reviewed standard with corporate partners.
- ✓ Established a communication plan to ensure effective information sharing of newly established policies to include outreach to corporate partners, the WMATA community, and end users.
- ✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.

QICO-CPM-17-03	<div><div></div></div>	November 2021	Closed	<div><div></div></div>	100%
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Establish standardized project reporting requirements and format, reflecting the different elements of project management, and define methods to measure project performance in accordance with these requirements.

- ✓ Identified the required elements to be included in an agency-wide capital project report and a standard for reporting frequency.
- ✓ Identified requirements for project reporting, roles of the departments of Chief Operating Officer (COO), Chief Financial Officer (CFO), and Internal Business Operations (IBOP), including quality control and assurance.
- ✓ Developed an electronic reporting tool to collect and store report data.
- ✓ Developed training curriculum on project reporting requirements and the reporting tool.
- ✓ Ensured the communication plan includes effective information sharing of newly established polices to include outreach to all corporate partners and communicated to wider WMATA community and users.
- ✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.

QICO-CPM-17-04	<div><div></div></div>	April 2022	Closed	<div><div></div></div>	100%
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Establish clear requirements for project proposal, consideration, authorization and appropriation across the authority and define methods to ensure projects meet a minimum criteria prior to authorization.

- ✓ Developed a Capital Program Delivery Playbook to establish procedures and processes for planning, initiation, implementation, delivery, and monitoring of capital projects.
- ✓ Developed a policy to indicate the roles of the departments of COO, CFO, IBOP, and CPPM in the capital program.
- ✓ Ensured the communication plan includes effective information sharing of newly established polices to include outreach to all corporate partners and communicated to wider WMATA community and users.
- ✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Radio Infrastructure Replacement Program	<div><div></div></div>	100%
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QICO-RIRP-17-01	<div><div></div></div>	August 2019	Closed	<div><div></div></div>	100%
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Establish consistency between the Project Specific Quality Management Plan (PSQMP) and WMATA's new Quality Management System Plan (QMSP) and ensure clearly defined personnel responsibilities and document control measures are included.

- ✓ Created a document identifying and defining project management personnel's responsibilities.
- ✓ Established a communication plan to ensure effective delivery of information to project staff and affected stakeholders.
- ✓ Created a succession plan for key management positions.
- ✓ Reviewed and updated current PSQMP in accordance with WMATA's new document controls and defined personnel roles.
- ✓ Verification was conducted to ensure compliance of actionable items.

QICO-RIRP-17-02	<div><div></div></div>	April 2019	Closed	<div><div></div></div>	100%
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Establish requirements to secure approval of Issued For Construction (IFC) plan and have plans certified prior to installation of equipment on the railroad.

- ✓ Reviewed WMATA's manual of design criteria to confirm procedures are being followed for the development of construction drawings.
- ✓ Created project specific controls for development and issuance of approved design packages.
- ✓ Updated PSQMP with newly established controls.
- ✓ Conducted monthly meetings between ENGA and IRPG to review all construction activities in accordance with design package content for project duration.
- ✓ Verification was conducted to ensure compliance of actionable items.

QICO-RIRP-17-03	<div><div></div></div>	June 2019	Closed	<div><div></div></div>	100%
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Define uniform inspection and acceptance requirements for radio and cellular system assets and develop methods to measure asset condition in accordance with these requirements.

- ✓ Defined a standardized inspection checklist and incorporated it into the *Project Specific Quality Management Plan* (PSQMP).
- ✓ Defined roles and responsibilities of key stakeholders and developed procedures for completion of *Substantial Completion Inspections* (SCIs).
- ✓ Performed a detailed review of acceptance criteria to ensure all additional are incorporated into PSQMP on a quarterly basis.
- ✓ Modified the *WMATA Inspector Daily Report* (IDR) to give more detailed assessment of work performed in the field.
- ✓ Notified construction inspectors with written directive of IDR form modification. Identified new procedure for review and provided requirement for report template usage.
- ✓ Provided inspectors with training on requirements of new forms and expectations of process.
- ✓ Verification was conducted to ensure compliance of actionable items.

Metrorail Power System Upgrade Program	<div><div></div></div>	100%
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QICO-PSUP-17-01	<div><div></div></div>	August 2018	Closed	<div><div></div></div>	100%
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Standardize requirements for project inspection reports, including frequency and content, and define methods to measure project performance in accordance with these requirements.

- ✓ Established a report form for *WMATA Inspector Daily Records* (IDRs) to identify the new procedure for review and time for report template use.
- ✓ Established responsibilities for reviewing WMATA IDRs to ensure reports are complete and stored accurately.
- ✓ Provided Inspectors with training on the requirements of the new form and expectations of the new process.
- ✓ Verification was conducted to ensure compliance of actionable items.

Metrorail Vehicle Engineering Capital Improvement Program	<div><div></div></div>	100%
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QICO-CRP-17-01	<div><div></div></div>	March 2019	Closed	<div><div></div></div>	100%
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Establish a requirement to develop a standardized comprehensive Quality Management Plan (QMP) and Project Master Schedule prior to project implementation to ensure the quality and timeliness of work being performed.

- ✓ Developed a project class matrix table to provide a method of selection for projects based on complexity, risk, and cost.
- ✓ Developed a CIP Project Specific *Statement of Work* (SOW) template for use by Project Managers and Engineers.
- ✓ Verification was conducted to ensure compliance of actionable items.

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

7000-Series Railcar Acquisition Project	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-7K-17-01	<div></div>	November 2020	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Establish policies and procedures regarding Train-To-Wayside-Data-Transfer (TWDT).</div> <div><div>√</div>Established a 7000-series railcar TWDT, and included automatic wireless downloading of mileage and faults at WMATA rail yards.</div> <div><div>√</div>Established detailed 7000-series railcar policies and procedures for TWDT.</div> <div><div>√</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
QICO-7K-17-02	<div></div>	October 2020	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Establish a comprehensive strategy for training of maintenance technicians and engineers - one that includes training on the use of on-board vehicle diagnostics and on-the-job training (OJT) from Kawasaki.</div> <div><div>√</div>Executed contract modification for new training for WMATA vehicle engineers and maintenance personnel.</div> <div><div>√</div>Investigated the need for specialized technicians for 7000-series on-board train networks.</div> <div><div>√</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
QICO-7K-17-03	<div></div>	October 2020	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Establish a process to ensure spare parts are available in sufficient quantities for the 7000-series railcar fleet, for everything that is in warranty or not covered by warranty. In addition, in future railcar acquisitions, consider including capital spares for each of the options.</div> <div><div>√</div>Finalized the <i>Illustrated Parts Catalogue</i> (IPC)/Spare Parts List.</div> <div><div>√</div>Tracked and presented lessons learned regarding deficiencies in spare parts contract and management to the 8000-series project before it went to bid in 2018.</div> <div><div>√</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					