

Washington Metropolitan Area Transit Authority (WMATA)

Quality Internal Reviews Tracker - 2018 All CAPs in this Directive were **closed** as of 03/24/23

internal Corrective and Preventative	Total	Closed (√)	Open (●)	
Action Plan (iCAPA) Summary	35	35	0	

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: 4 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: 16 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: 12 Open: 0				
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



- Revised facility issue reporting procedure and distributed staff notice.
- Reviewed equipment requiring repair or calibration and took necessary action.
- Implemented an annual inspection plan for jib cranes.
- Submitted updated safety training curriculum.
- WMATA evaluated Actionable Items to confirm that the required actions had been addressed.

QICO-BME-18-02 100% March 2022 Closed Identify opportunities to update requirements for data entry, parts identification, storage, equipment testing, and calibration; and develop, train on, and implement a standardized procedure for asset management system data validation.

- Developed procedure for asset management system work order data entry and management.
- Established quality management program that will monitor asset management system work order data and direct corrective actions.
- Conducted a staffing analysis to determine Office of Bus Maintenance's need for a quality control manager.
- Trained appropriate bus maintenance personnel on new procedure.
- Confirmed there was reasonable evidence to support completion of actionable items and performance measures.

QICO-BME-18-03 August 2020 100% Closed Identify opportunities to update requirements for data entry, parts identification, storage, equipment testing; and develop procedure for parts and materials identification traceability, requalification,

handling, and storage on the shop floor.

- Created new procedure and trained maintenance personnel regarding requirements for parts and materials identification and traceability, requalification, handling, and storage on shop floor.
- Confirmed there was reasonable evidence to support completion of actionable items and performance measures.

September 2019 QICO-BME-18-04 Identify opportunities to update requirements for data entry, parts identification, storage, equipment testing; and develop procedures for tools and bench testing equipment including calibration management, labelling and identification, appropriate storage and periodic reviews.

100%

Updated procedure to include requirements of calibration test labels; and submit revised procedure to include requirements to store tools and equipment to their designated areas.

Closed

WMATA evaluated Actionable Items to confirm that the required actions had been addressed.

QICO-BME-18-05 March 2022 Closed 100% Identify opportunities to update requirements for data entry, parts identification, storage, equipment testing; and develop a quality control plan for corrective and preventative maintenance to promote consistent application of work and promote compliance and adherence to maintenance practices and procedures.

- Developed procedure for monthly 5 percent engine compartment inspections.
- Established quality management program that will monitor asset management system work order data and direct corrective action; and conducted an analysis to determine Office of Bus Maintenance's need for a quality control manager.
- Trained supervisors responsible for 5 percent engine compartment inspection and asset management system work order closure.
- Confirmed there was 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.

QICO-BME-18-06	October 2019	Closed	100%

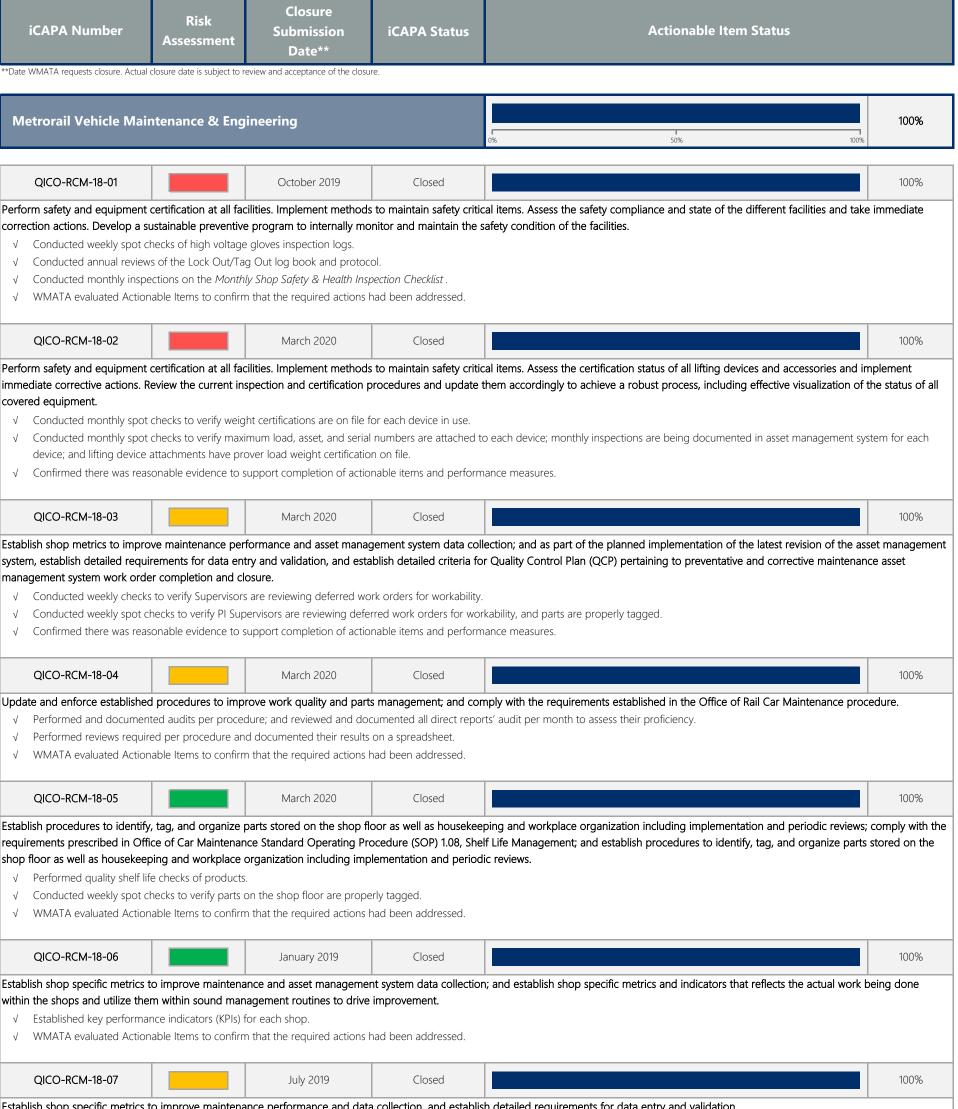
Revise procedures for diagnostic equipment to include software expiration, hardware, condition, and equipment assignment.

- √ Evaluated existing diagnostic hardware, and alternative software license purchasing process.
- \lor Developed a software expiration tracking procedure.
- \checkmark WMATA evaluated Actionable Items to confirm that the required actions had been addressed.

Metrobus Parts & Material Inventory Management				0%	1 50%	100%	100%
QICO-BMI-18-01		April 2019	Closed				100%
Identify opportunities to implement sustainable methods for reducing inventory inaccuracies and lead time variances. ✓ Developed and implemented procedures for reducing inventory inaccuracies and lead time variances; tracked/maintained compliance with the procedures; and trained maintenance personnel on maintaining inventory accuracy. ✓ WMATA evaluated Actionable Items to confirm that the required actions had been addressed.							
QICO-BMI-18-02		March 2021	Closed				100%

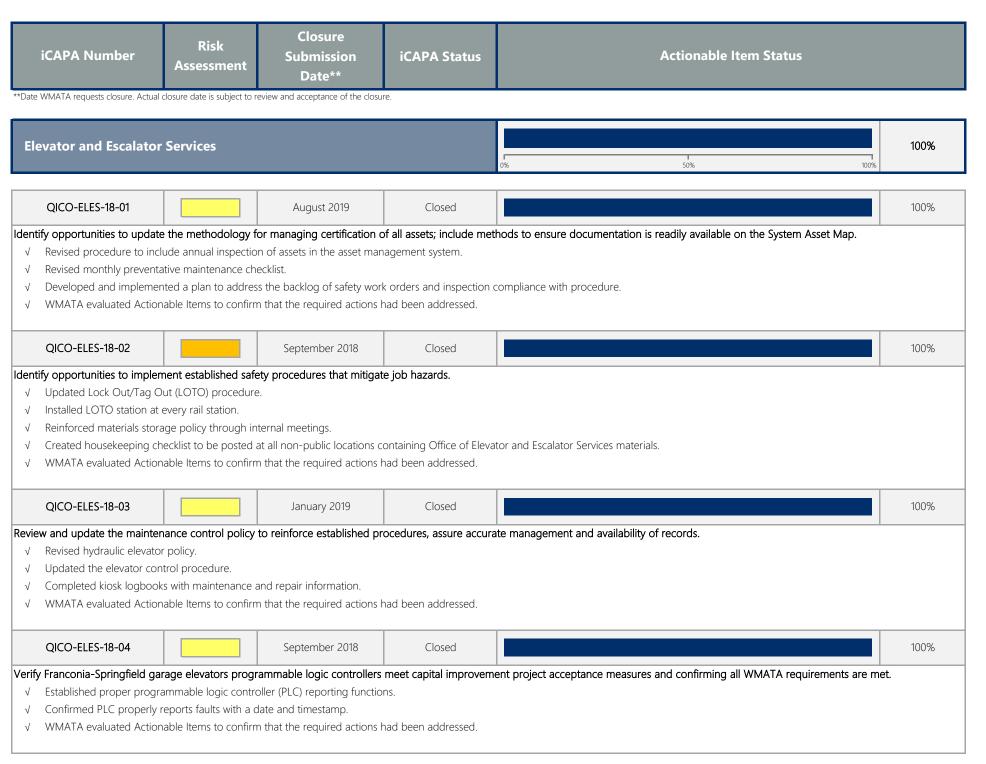
Incorporate a process to assure discrepant material cannot be mistaken for approved material.

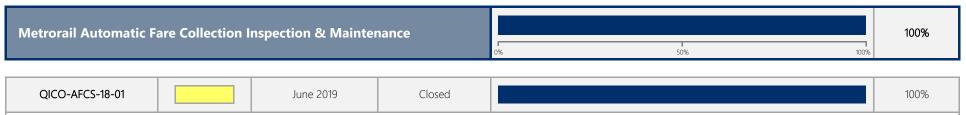
- \checkmark Developed and implemented an approach plan process to assure the discrepant material is not mistaken for approved material.
- √ Developed and distributed procedure providing direction on how and where to store non-compliant material.
- \checkmark Implemented material storage procedure and tracked compliance.
- \lor Confirmed there was reasonable evidence to support completion of actionable items and performance measures.



Establish shop specific metrics to improve maintenance performance and data collection, and establish detailed requirements for data entry and validation.

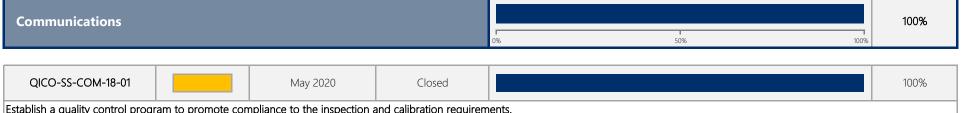
- Provided a report indicating the number of open EMI and ETP work orders.
- Created a procedure governing the lifecycle of EMI and ETP work orders
- √ WMATA evaluated Actionable Items to confirm that the required actions had been addressed.





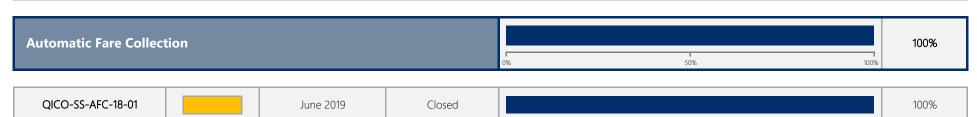
Review and update maintenance control policy in accordance with current business practices: reflecting improved quality control standards, consistent maintenance practices, and accurate asset reliability reporting.

- √ Developed preventative maintenance procedures for all Automatic Fare Collection (AFCS) assets and distributed staff notice; eliminate "Out of Service" and "Won't Go/Stay in Service" asset management system work order problem codes; and developed a quality control plan that addresses revision and review of checklists.
- \lor Reviewed and revised policy to define roles and responsibilities of AFCS personnel.
- \checkmark Communicated the requirements for asset management system work order problem code entries.
- \checkmark WMATA evaluated Actionable Items to confirm that the required actions had been addressed.



Establish a quality control program to promote compliance to the inspection and calibration requirements.

- \lor Ran calibration overdue reports using asset management system on a weekly basis.
- Conducted monthly checks for preventative maintenance compliance using asset management system records.
- Confirmed there was reasonable evidence to support completion of actionable items and performance measures.



Establish a quality control program to promote compliance to the inspection, calibration, and storage requirements.

- Ensured overdue test equipment for calibration is completed and closed.
- Ran weekly calibration overdue reports and submitted to the Assistant Superintendent for review.
- Revised monthly office safety inspection sheet to include the disposal of hazardous materials. $\sqrt{}$
- Developed procedure for the disposal of hazardous materials.
- WMATA evaluated Actionable Items to confirm that the required actions had been addressed



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Elevators and Escalators				0%	T 50%	100%	100%
QICO-SS-ELES-18-01		October 2018	Closed				100%

Perform a review of all administrative and maintenance functions; ensure each function has a documented procedure and is well configured for identification and traceability purposes to meet WMATA's System Safety Program Plan guidelines.

√ Modified service bulletin procedure.

QICO-SS-ELES-18-01

- \lor Developed a procedure for safety and security certification.
- \lor Completed supervisory safety audit reports.
- Modified procedure to address assets not maintained in the 30-day cycle.
- Provided revision dates on controlled documentation.
- Updated Office of Elevator and Escalator Services website with the most recent version of safety-related procedures.

October 2018

 \lor WMATA evaluated Actionable Items to confirm that the required actions had been addressed.

QICO-SS-ELES-18-02 September 2018 100%

Maintain and control an up-to-date training matrix and establish a procedure to periodically review training records.

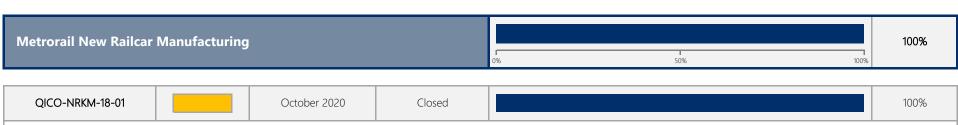
- √ Updated training matrix.
- √ Established a procedure for administering training and certification to employees and contractors in safety-related positions.
- Submitted training records for all applicable employees.
- Submitted hazard waste management training records for all applicable employees.
- WMATA evaluated Actionable Items to confirm that the required actions had been addressed.

QICO-SS-ELES-18-03 September 2018 100% Closed

Assess the safety compliance in all ELES materials storage areas and take immediate corrective actions.

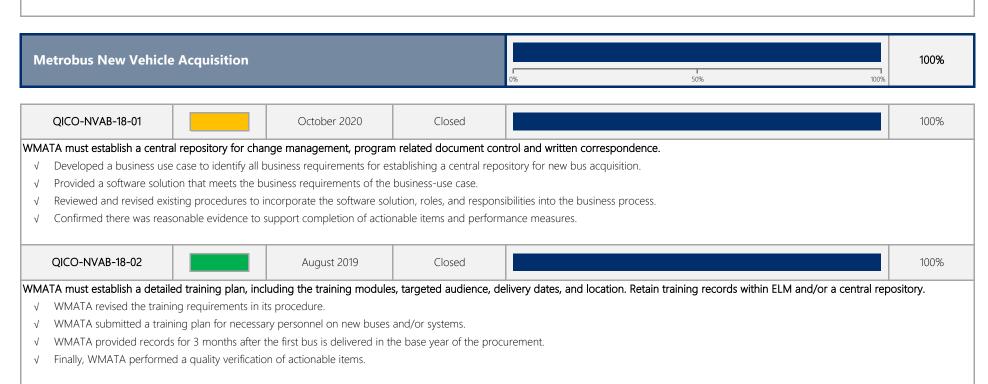
- √ Enforced chemical storage and fluorescent tube handling policies; and provided spill pallets and proper means of storage and disposal in stations.
- \checkmark WMATA evaluated Actionable Items to confirm that the required actions had been addressed.

Area of Focus: Capital Program - Management & Execution



WMATA must review and ensure contract language and requirements for future railcar acquisitions includes performance of appropriate quality checks and engineering design support by the manufacturer.

- V Requested additional inspection data on a weekly basis for the remainder of the manufacturing process.
- √ Provided the most recently updated new railcar technical specification, conducted review meetings with all required stakeholders to update terms and conditions.
- √ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.



QICO-NVAB-18-03

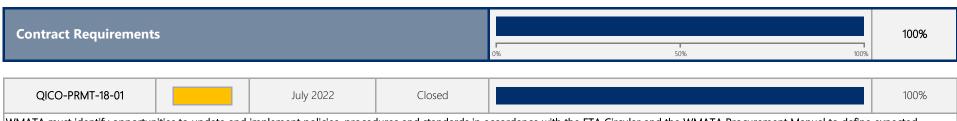
June 2019

Closed

WMATA must provide monthly manufacturer supplied analysis of the defects, including trends and the actions taken to improve those trends. For future procurements, include a contractual

requirement that identifies the targeted number of defects per bus and the actions to be taken in case of deviation.

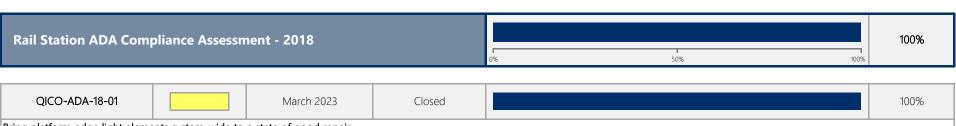
- \checkmark WMATA performed monthly analysis reports of the defects reported on snag sheets.
- \lor WMATA provided 6 months of manufacturer monthly analysis reports of the defects.
- \lor Finally, WMATA performed a quality verification of actionable items.



WMATA must identify opportunities to update and implement policies, procedures and standards in accordance with the FTA Circular and the WMATA Procurement Manual to define expected practices, provide a roadmap for internal practices and assure efficiency, consistency and reliability.

- √ Developed and implemented a procedure providing direction on WMATA's participation in the MWCOG cooperative purchasing program.
- \checkmark Issued a staff notice announcing the establishment of a new procedure for the Cooperative Purchasing Program and standards.
- \checkmark Revised and reissued procedures identified in F-PRMT-18-02.
- √ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

Area of Focus: Service Delivery



Bring platform edge light elements system-wide to a state of good repair.

- Provided a list of stations to be completed under Future Above Ground Edge Light Contract & STUC-012.
- Provided evidence of completion of site survey and design for the replacement of platform train edge lights at 24 above-ground stations.
- √ Completed Phases 1-4 construction, installation, testing, and acceptance of replacement platform edge lights at 20 Metro station platforms.
- √ Completed construction, installation, testing, and acceptance of replacement platform edge lights at 24 above-ground Metro stations.
- √ Submitted an implementation plan including schedule to bring platform edge light systems at underground stations to a state of good repair.
- √ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

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