



Washington Metropolitan Area Transit Authority (WMATA)

Quality Internal Reviews and Internal Safety Reviews Tracker - 2021

As of 08/15/25

internal Corrective and Preventative Action Plan (iCAPA) Summary	Total	Closed (√)	Open (●)
	59	57	2

Risk Assessment Category and Description with iCAPA Totals		
	<b>HIGH</b> - 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: 6   Open: 1
	<b>ELEVATED</b> - 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: 18   Open: 1
	<b>MODERATE</b> - Reasonable assumption that this risk may occur & may cause a failure of the business process to meet a significant part of its objectives	Closed: 25   Open: 0
	<b>LOW</b> - Reasonable assumption that this risk will likely not occur & may cause a failure of the business process to meet part of its objectives	Closed: 7   Open: 0
	<b>INSIGNIFICANT</b> - 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: Internal Safety Reviews

Operations Management Services	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-OPMS-21-01	<div><div></div></div>	July 2021	Closed	<div><div></div></div>	100%
<div>Develop, revise, and implement documentation to advocate compliance with the System Safety Program Plan (SSPP) and departmental SOPs.</div> <div><div>√</div> Created and instituted documentation of all SSPP required plans and documents to promote a strong safety culture.</div> <div><div>√</div> Utilized a designated share drive to store and access the latest controlled documents to reduce the risk of disseminating obsolete information.</div> <div><div>√</div> Revised the Roadway Worker Protection (RWP) training course to include Hazardous Concern Form as referenced in the RWP SOP to promote safety culture.</div> <div><div>√</div> Updated <i>Workforce Availability and Support</i> (WAVS) SOP to include both controlled documentation of completed random checks and appropriate controls for remote access to confidential information thereby reducing risks to personnel.</div> <div><div>√</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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Grout Pad Renewal	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-SGPR-21-01	<div></div>	July 2021	Closed	<div></div>	100%
Develop roles and responsibilities of ENGA, MOWE, TRST, and SAFE for grout pad reconstruction and controlled document material approval process.					
<div><div>√</div> Submitted a roles and responsibility matrix.</div> <div><div>√</div> Developed a procedure for grout pad reconstruction material requests and approvals.</div> <div><div>√</div> Updated specifications for grout pad reconstruction.</div> <div><div>√</div> Performed a comparison of work instructions and designed specifications, then submitted a list of inconsistencies among the various documents related to grout pad reconstruction.</div> <div><div>√</div> Revised work instructions related to grout pad reconstruction.</div> <div><div>√</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
QICO-SGPR-21-02	<div></div>	November 2022	Closed	<div></div>	100%
Enforce the implementation of the established construction inspection sampling and testing standards.					
<div><div>√</div> Submitted a contract agreement with an independent laboratory for grout material testing.</div> <div><div>√</div> Submitted evidence of sampling and testing of grout pad materials and provided completed QA/QC checklists.</div> <div><div>√</div> Submitted evidence of test results reviewed by engineering.</div> <div><div>√</div> Updated the existing work instruction that defines the minimum length of grout pad reconstruction that requires anchor stud pull-out testing and developed a procedure for anchor stud pull-out testing.</div> <div><div>√</div> Provided proof of acquired anchor stud pull-out test equipment.</div> <div><div>√</div> Performed anchor pull-out testing and submitted training records.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-SGPR-21-03	<div></div>	June 2023	Closed	<div></div>	100%
Executing and completing quality control checklists to verify equipment calibration and material expiration dates before use.					
<div><div>√</div> Submitted completed and signed QA/QC checklists to verify all equipment used for grout pad reconstruction that require periodic calibration are compliant.</div> <div><div>√</div> Verified that all jackhammers have been labeled and provided a photo of labeled equipment.</div> <div><div>√</div> Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div>					
QICO-SGPR-21-04	<div></div>	July 2023	Closed	<div></div>	100%
Enforce adherence to approved work instructions and proper execution of work standards.					
<div><div>√</div> Submitted completed and signed QA/QC checklists performed by supervisors.</div> <div><div>√</div> Submitted proof of communication to include photographs of the deck rebar grid markings.</div> <div><div>√</div> Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div>					

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Rail Operations Oversight, Supervision & Fitness for Duty	<div><div></div></div>	100%
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QICO-RSTO-21-01	<div><div></div></div>	September 2023	Closed	<div><div></div></div>	100%
<b>Implement controls to monitor and mitigate the impact of fatigue.</b> <ul style="list-style-type: none"><li>✓ Created and submitted an approved work instruction addressing the monitoring and impact of fatigue related incidents.</li><li>✓ Created and submitted a virtual training program.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
QICO-RSTO-21-02	<div><div></div></div>	January 2025	Closed	<div><div></div></div>	100%
<b>Enhance fitness for duty evaluation requirements and improve compliance with existing requirements.</b> <ul style="list-style-type: none"><li>✓ Updated and submitted current standard operating procedure (201-05).</li><li>✓ Submitted the revised Depot Clerk Training Manual for both new hire and refresher training, including the required frequency.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
QICO-RSTO-21-03	<div><div></div></div>	November 2023	Closed	<div><div></div></div>	100%
<b>Revise the current oversight program to be inclusive of all RSTO activities.</b> <ul style="list-style-type: none"><li>✓ Created and submitted a spot check procedure inclusive of interlocking operators.</li><li>✓ Revised the initial and refresher supervisor training and incorporated the spot check SOP.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
QICO-RSTO-21-04	<div><div></div></div>	March 2022	Closed	<div><div></div></div>	100%
<b>Implement a documented process that ensures accurate collection, recording, and reporting of all incident/accident data.</b> <ul style="list-style-type: none"><li>✓ Developed and submitted a documented process governing creation, closure, and quality of incidents in the SMS system.</li><li>✓ Provided SMS incident process training to all division management.</li><li>✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-RSTO-21-05	<div><div></div></div>	December 2021	Closed	<div><div></div></div>	100%
<b>Current and controlled policies, procedures, and standards provide clear direction and result in more consistent processes.</b> <ul style="list-style-type: none"><li>✓ Created and submitted a documented process that establishes a master document log and defines roles and responsibilities for maintaining the master document log.</li><li>✓ Created and submitted a documented process for updating/distributing governing documents to applicable personnel.</li><li>✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</li></ul>					

Office of Plant Maintenance	<div><div></div></div>	100%
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QICO-PLNT-21-01	<div><div></div></div>	January 2023	Closed	<div><div></div></div>	100%
<b>Develop and implement process to reduce safety hazards and promote a safe work environment.</b> <ul style="list-style-type: none"><li>✓ Submitted a problem statement.</li><li>✓ Updated work instructions.</li><li>✓ Submitted an inspection schedule and completed inspection checklists.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-PLNT-21-02	<div><div></div></div>	February 2022	Closed	<div><div></div></div>	100%
<b>Enforce implementation of quality control compliance checks to include operation, PPE, tools and equipment.</b> <ul style="list-style-type: none"><li>✓ Submitted Supervisor Quality Control (QC) Checks.</li><li>✓ Submitted acknowledgement of Personal Protective Equipment (PPE) required in the field.</li><li>✓ Submitted completed PPE field verification checklists.</li><li>✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-PLNT-21-03	<div><div></div></div>	June 2022	Closed	<div><div></div></div>	100%
<b>Revise governing documentation in accordance with the required revision periodicity and update the Master Document Control Log regularly to track documentation expiration dates.</b> <ul style="list-style-type: none"><li>✓ Updated and submitted the Master Document Control Log.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-PLNT-21-04	<div><div></div></div>	November 2021	Closed	<div><div></div></div>	100%
<b>Develop a process to account for the creation of each Maximo work order, enforce prioritization and reduce the risk of duplicates.</b> <ul style="list-style-type: none"><li>✓ Developed and submitted a procedure to validate work orders.</li><li>✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</li></ul>					

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Automatic Fare Collection Section	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-AFCS-21-01	<div></div>	August 2022	Closed	<div></div>	100%
<b>Enforce implementation of quality control and compliance checks to include PPE, tools and equipment, and PMI checklist population.</b> <ul style="list-style-type: none"><li>✓ Updated and submitted the weekly activity report and provide three months’ worth of completed reports.</li><li>✓ Submitted evidence of acknowledgement of the Preventative Maintenance Inspection checklist process.</li><li>✓ Obtained barrier equipment and submitted photos of equipment in use.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-AFCS-21-02	<div></div>	October 2022	Closed	<div></div>	100%
<b>Develop and implement a review and revision process for AFCS governing documents.</b> <ul style="list-style-type: none"><li>✓ Developed and submitted a document control procedure.</li><li>✓ Updated and submitted Preventative Maintenance Instructions.</li><li>✓ Updated and submitted SOP 204-01 Money Spills.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-AFCS-21-03	<div></div>	April 2022	Closed	<div></div>	100%
<b>Update the AFCS training matrix to reflect the current business practice.</b> <ul style="list-style-type: none"><li>✓ Updated and submitted training matrix.</li><li>✓ Updated and submitted training records for active personnel.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-AFCS-21-04	<div></div>	February 2023	Closed	<div></div>	100%
<b>Create and utilize an electronic repository for handwritten training and personnel documentation.</b> <ul style="list-style-type: none"><li>✓ Developed an electronic records repository and submitted evidence of paper records converted to electronic form.</li><li>✓ Conducted quality control check on the electronic records and submitted a report demonstrating 100% conversion completion.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-AFCS-21-05	<div></div>	December 2022	Closed	<div></div>	100%
<b>Update AFCS job descriptions to fulfill qualifications’ accuracy and job performance.</b> <ul style="list-style-type: none"><li>✓ Updated and submitted job descriptions.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					

Vehicle Program Services	<div><div></div></div> <div>0%50%100%</div>	85%
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QICO-CENV-21-01	<div></div>	December 2025	Open	<div></div>	67%
<b>Meet or exceed standards for workplace safety inspection, safety committee participation, and hazard management processes defined in the Agency Safety Plan (PTASP).</b> <ul style="list-style-type: none"><li>✓ Developed and submitted workplace safety inspections checklist.</li><li>✓ Submitted the first three months’ worth of local safety committee attendance logs and meeting records.</li><li>✓ Submitted the second three months’ worth of local safety committee attendance logs and meeting records.</li><li>✓ Developed and submitted a documented safety risk assessment process.<ul style="list-style-type: none"><li>● Develop a safety risk register and submit three months’ worth of identified hazards.</li><li>● Confirm there is evidence of the above actionable items.</li></ul></li></ul>					
QICO-CENV-21-02	<div></div>	November 2024	Closed	<div></div>	100%
<b>Align training, inspection, process control, measuring &amp; testing equipment, and document control management with organization-wide quality management system plan standards.</b> <ul style="list-style-type: none"><li>✓ Developed and submitted a list of equipment subject to periodic calibration.</li><li>✓ Submitted the first quarter’s worth of completed calibration records.</li><li>✓ Submitted the second quarter’s worth of completed calibration records.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
QICO-CENV-21-03	<div></div>	September 2023	Closed	<div></div>	100%
<b>Develop a solution to improve reliability of 2K/3K event recorder systems to comply with requirements of National Transportation Safety Board recommendation NTSB R-10-21.</b> <ul style="list-style-type: none"><li>✓ Conducted and submitted an engineering analysis.</li><li>✓ Developed and submitted an action plan after review and assessment of the recommendations.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					

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Area of Focus: Capital Program – Management and Execution

Switch Machine Power Supply Replacement Project	<div><div></div></div>	100%
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QICO-SSRP-21-01	<div><div></div></div>	October 2022	Closed	<div><div></div></div>	100%
<p>Create a Project Specific Quality Management Plan, inclusive of governing processes that would facilitate the oversight of safety compliance and quality of work.</p> <ul style="list-style-type: none"><li>√ Submitted a Quality Management Plan.</li><li>√ Submitted a training matrix and training records for all active Signaling Systems Renewal Program personnel.</li><li>√ Developed a compliance checklist for contractor drug and alcohol testing.</li><li>√ Conducted contractor safety and quality oversight and verification.</li><li>√ Submitted a change management procedure.</li><li>√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					

Area of Focus: Engineering & Maintenance

Facilities Asset Management Function within FSVT	<div><div></div></div>	100%
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QICO-FAMO-21-01	<div><div></div></div>	February 2022	Closed	<div><div></div></div>	100%
<p>Develop documented processes for FAMO’s Asset Management business functions.</p> <ul style="list-style-type: none"><li>√ Developed and submitted a documented process.</li><li>√ Submitted all approved documented processes related to core business functions.</li><li>√ Confirmed there was evidence of the above actionable items.</li></ul>					

Transit Asset Management Function within REAM	<div><div></div></div>	100%
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QICO-TAMO-21-01	<div><div></div></div>	November 2022	Closed	<div><div></div></div>	100%
<p>Enforce adherence to the TAM Plan and submission of on time deliverables outlined in the Action Plan and Implementation Timeframe.</p> <ul style="list-style-type: none"><li>√ Completed and submitted evidence of completion of the <i>Transit Asset Management Plan-2018</i> .</li><li>√ Developed and submitted a communication plan.</li><li>√ Updated and submitted the <i>Transit Asset Transit Asset Management Plan-2018</i> implementation tracker.</li><li>√ Updated and submitted the <i>Transit Asset Management Plan-2022</i> .</li><li>√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-TAMO-21-02	<div><div></div></div>	January 2022	Closed	<div><div></div></div>	100%
<p>Establish and implement quality control, compliance checks and corrective actions into applicable documented processes.</p> <ul style="list-style-type: none"><li>√ Submitted a compliance check and corrective action process for non-conforming work order and asset data.</li><li>√ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-TAMO-21-03	<div><div></div></div>	November 2021	Closed	<div><div></div></div>	100%
<p>Develop and implement a comprehensive SOP to govern the asset induction process.</p> <ul style="list-style-type: none"><li>√ Developed and submitted an asset induction documented process.</li><li>√ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-TAMO-21-04	<div><div></div></div>	January 2022	Closed	<div><div></div></div>	100%
<p>Develop a training matrix and curriculum for all TAMO functions.</p> <ul style="list-style-type: none"><li>√ Developed and submitted a training matrix.</li><li>√ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</li></ul>					

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Switch Machine Maintenance	<div><div></div></div>	100%
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QICO-SM-21-01	<div><div></div></div>	January 2025	Closed	<div><div></div></div>	100%
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<p>Update current EMI process to include concurrence and collaboration with all applicable engineering departments during execution of structural modifications.</p> <ul style="list-style-type: none"><li>✓ Updated and submitted Engineering Modification Instruction (EMI) template.</li><li>✓ Communicated and submitted Engineering Information Bulletin.</li><li>✓ Submitted completed EMIs using the updated template.</li><li>✓ Submitted list of switch machine locations with structural modifications.</li><li>✓ Conducted and submitted a visual assessment.</li><li>✓ Developed and submitted a scope of work.</li><li>✓ Conducted and submitted consultant assessment report.</li><li>✓ Developed and submitted Notice to Proceed.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
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QICO-SM-21-02	<div><div></div></div>	January 2022	Closed	<div><div></div></div>	100%
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<p>Establish controls in applicable Preventive Maintenance Instructions to prioritize orderly snowmelter cabling configuration.</p> <ul style="list-style-type: none"><li>✓ Submitted completed preventive maintenance inspection data sheets.</li><li>✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
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QICO-SM-21-03	<div><div></div></div>	March 2023	Closed	<div><div></div></div>	100%
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<p>Develop a maintenance plan that incorporates best practices for drainage system maintenance that would protect WMATA's track-side assets.</p> <ul style="list-style-type: none"><li>✓ Submitted updated preventive maintenance instruction and form.</li><li>✓ Submitted work orders identifying drainage issues.</li><li>✓ Submitted evidence of completed drainage issue mitigations.</li><li>✓ Developed and submitted a problem statement.</li><li>✓ Conducted and submitted a root cause analysis report.</li><li>✓ Developed and submitted water ponding mitigation plan.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
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Office of Plant Preventive Maintenance Inspection	<div><div></div></div>	100%
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QICO-PMI-21-01	<div><div></div></div>	December 2023	Closed	<div><div></div></div>	100%
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<p>Develop, implement, and enforce the use of up-to-date work instructions and checklists for all PLNT PMIs.</p> <ul style="list-style-type: none"><li>✓ Developed and submitted a Preventive Maintenance Inspection (PMI) documentation matrix.</li><li>✓ Updated and submitted updated documentation.</li><li>✓ Submitted training records.</li><li>✓ Submitted evidence of completed PMI checklists.</li><li>✓ Submitted a list of PMI requiring work instructions.</li><li>✓ Developed and submitted work instructions.</li><li>✓ Completed engineering review of work instructions.</li><li>✓ Submitted acknowledgement of work instructions.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
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QICO-PMI-21-02	<div><div></div></div>	August 2022	Closed	<div><div></div></div>	100%
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<p>Enforce the utilization of required tools and adherence to the PMI schedules to promote complete, accurate and timely PMI performance.</p> <ul style="list-style-type: none"><li>✓ Submitted documentation that lists required Drainage Pumping Station (DPS) tools for all Preventive Maintenance Inspections (PMI).</li><li>✓ Submitted completed checklists demonstrating DPS mechanics have the required tools prior to PMI work.</li><li>✓ Developed and submitted a PM PASS process and submitted three consecutive months' worth of documentation as evidence of process implementation.</li><li>✓ Confirm there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
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QICO-PMI-21-03	<div><div></div></div>	January 2022	Closed	<div><div></div></div>	100%
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<p>Enforce validation and acknowledgement of completed PMIs to promote compliance with departmental work standards.</p> <ul style="list-style-type: none"><li>✓ Submitted three months' worth of completed checklists reviewed by department supervisors and compliance officers.</li><li>✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
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Metro Parts Authorization Process				<div><div></div></div> <div>0%50%100%</div>	100%
QICO-PAP-21-01	<div><div></div></div>	August 2024	Closed	<div><div></div></div>	100%
Develop a parts and materials approval process inclusive of minimum data entry requirements, QC checks, and updates to relevant documentation. <div><div>√</div> Developed and submitted a change management documented process.</div> <div><div>√</div> Submitted evidence of change management implementation.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-PAP-21-02	<div><div></div></div>	February 2023	Closed	<div><div></div></div>	100%
Develop an engineering document control process and central repository. <div><div>√</div> Developed and submitted a document control process.</div> <div><div>√</div> Submitted evidence of new engineering documents.</div> <div><div>√</div> Submitted evidence that the historical documents are being actively migrated to the new repository.</div> <div><div>√</div> Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div>					
QICO-PAP-21-03	<div><div></div></div>	October 2021	Closed	<div><div></div></div>	100%
Establish specific standards and guidelines for identifying critical items requiring inspection. <div><div>√</div> Finalized, released, and submitted a documented process.</div> <div><div>√</div> Developed and submitted supplied parts information updated form.</div> <div><div>√</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
QICO-PAP-21-04	<div><div></div></div>	October 2021	Closed	<div><div></div></div>	100%
Create and communicate inspection criteria in order to perform the required receiving inspection. <div><div>√</div> Completed and submitted an inspection list, and uploaded on website.</div> <div><div>√</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
QICO-PAP-21-05	<div><div></div></div>	May 2022	Closed	<div><div></div></div>	100%
Actively monitor compliance to Purchase Card Policy to enforce fiscal responsibility. <div><div>√</div> Submitted training records for all personnel.</div> <div><div>√</div> Performed and submitted quality checks.</div> <div><div>√</div> Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div>					
QICO-PAP-21-06	<div><div></div></div>	December 2023	Closed	<div><div></div></div>	100%
Implement timely revision of SOP and OAP per scheduled review dates to include generation of a master list. <div><div>√</div> Submitted document list with revision dates.</div> <div><div>√</div> Reviewed, revised, and updated documented processes.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-PAP-21-07	<div><div></div></div>	November 2023	Closed	<div><div></div></div>	100%
Develop training matrix identifying required training for each engineering position. <div><div>√</div> Developed and submitted training matrix.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-PAP-21-08	<div><div></div></div>	August 2024	Closed	<div><div></div></div>	100%
Incorporate guidance and set timeline for completing required changes on affected reference documentation. <div><div>√</div> Reviewed and updated existing procedures.</div> <div><div>√</div> Developed and submitted scheduled maintenance procedure.</div> <div><div>√</div> Submitted acknowledgement of procedure implementation.</div> <div><div>√</div> Submitted compliance checks #1 – for 3 months.</div> <div><div>√</div> Submitted compliance checks #2 – for 3 months.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-PAP-21-09	<div><div></div></div>	September 2023	Closed	<div><div></div></div>	100%
Establish a standardized process for the Part Authorization process to include inspection requirements and testing and evaluation criteria. <div><div>√</div> Developed and submitted a documented Part Authorization process to include specification, testing, and evaluation criteria.</div> <div><div>√</div> Updated and submitted training guides and additional documentation.</div> <div><div>√</div> Disseminated and submitted evidence of updated communicated documents to all trained personnel.</div> <div><div>√</div> Submitted a list of personnel who completed Part Authorization training.</div> <div><div>√</div> Submitted one month’s worth of records to assure new process implementation.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					



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QICO-PAP-21-10	<div></div>	September 2023	Closed	<div></div>	100%
Establish a standardized process for the Part Authorization process to include inspection requirements and testing and evaluation criteria.					
<div><div>√</div> Developed and submitted a documented Part Authorization process to include specification, testing, and evaluation criteria.</div> <div><div>√</div> Updated and submitted training guides and additional documentation.</div> <div><div>√</div> Disseminated and submitted evidence of updated communicated documents to all trained personnel.</div> <div><div>√</div> Submitted a list of personnel who completed Part Authorization training.</div> <div><div>√</div> Submitted six months’ worth of records as evidence of new process implementation.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-PAP-21-11	<div></div>	November 2024	Closed	<div></div>	100%
Establish a standardized process for the Part Authorization process to include inspection requirements and testing and evaluation criteria.					
<div><div>√</div> Developed and submitted a documented parts authorization process to include specification, testing, and evaluation criteria.</div> <div><div>√</div> Updated and submitted training guides and additional documentation.</div> <div><div>√</div> Disseminated and submitted evidence of updated communicated documents to all trained personnel.</div> <div><div>√</div> Submitted a list of personnel who completed Part Authorization training.</div> <div><div>√</div> Submitted six months’ worth of records as evidence of new process implementation.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-PAP-21-12	<div></div>	February 2022	Closed	<div></div>	100%
Enforce adherence to the Purchase Cards Policy when initiating a purchase.					
<div><div>√</div> Issued a memorandum that enforces adherence to the Purchase Cards Policy and submitted evidence of receipt and acknowledgement.</div> <div><div>√</div> Submitted a quarter’s worth of compliance reviews.</div> <div><div>√</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
QICO-PAP-21-13	<div></div>	March 2022	Closed	<div></div>	100%
Enforce adherence to the Purchase Cards Policy when initiating a purchase.					
<div><div>√</div> Issued a memorandum that enforces adherence to the Purchase Cards Policy and submitted evidence of receipt and acknowledgement.</div> <div><div>√</div> Submitted a quarter’s worth of compliance reviews.</div> <div><div>√</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
QICO-PAP-21-14	<div></div>	March 2022	Closed	<div></div>	100%
Enforce adherence to the Purchase Cards Policy when initiating a purchase.					
<div><div>√</div> Issued a memorandum that enforces adherence to the Purchase Cards Policy and submitted evidence of receipt and acknowledgement.</div> <div><div>√</div> Submitted a quarter’s worth of compliance reviews.</div> <div><div>√</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</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.

Receiving Inspection Process	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-RI-21-01		September 2022	Closed	<div><div></div></div>	100%
Creation and implementation of a uniform quality records control procedure, inclusive of detailed document retention requirements, facilitates improved traceability and consistency. √ Developed and submitted a quality records process. √ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					
QICO-RI-21-02		March 2022	Closed	<div><div></div></div>	100%
Reinforce compliance with SCWL SOP 3.01 to assure tools and equipment are calibrated where applicable. √ Submitted calibration schedule listing applicable tools and equipment. √ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
QICO-RI-21-03		April 2022	Closed	<div><div></div></div>	100%
Create a training matrix that identifies all required training for each position within SCWL. √ Developed and submitted a training matrix. √ Developed and submitted a training program. √ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					

Restraining Rail Installation and Maintenance	<div><div></div></div> <div>0%50%100%</div>	85%
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QICO-RRIM-21-01		November 2023	Closed	<div><div></div></div>	100%
Create and disseminate maintenance bulletins to communicate modifications in standards and maintenance practices. √ Created and submitted a maintenance bulletin for the modification in restraining rail flangeway width and other interim updates as needed to management. √ Disseminated maintenance bulletins to track maintenance and inspection personnel and submitted evidence of acknowledgement. √ Confirmed there is evidence of the above actionable items.					
QICO-RRIM-21-02		February 2026	Open	<div><div></div></div>	60%
Conduct a curved rail study and update design criteria based upon the results of the study. √ Developed and submitted a scope of work for a third-party contractor. √ Partnered with a consultant and submitted a final report. √ Notified the Office of Engineering and Architecture on the necessary updates and submitted formal notification. ● Submit the results of the Configuration Change Control Board review & revised design criteria. ● Confirm there is evidence of the above actionable items.					
QICO-RRIM-21-03		October 2023	Closed	<div><div></div></div>	100%
Update controlled documents to reflect the consistent design and maintenance standards throughout. √ Updated and submitted governing documents related to the restraining rail inspection and maintenance to ensure alignment and consistency throughout. √ Distributed governing documents to all track inspection and maintenance supervisors and field personnel and submitted evidence of receipt and acknowledgement. √ Confirmed there is evidence of the above actionable items.					
QICO-RRIM-21-04		October 2023	Closed	<div><div></div></div>	100%
Review all rail inspection and maintenance documents for alignment of designated tasks with current practices, and conduct quality assurance checks to verify adherence to approved restraining rail maintenance and repair documents. √ Updated and submitted governing documents related to the restraining rail inspection and maintenance to ensure alignment and consistency throughout. √ Confirmed there is evidence of the above 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

Maintenance Operations Center	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-MOC-21-01		March 2024	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Create documented processes for Maximo data entry and detailed instructions for work order population.<ul style="list-style-type: none"><li>Developed and submitted a defect data entry procedure.</li><li>Developed and submitted a work instruction for work order population.</li><li>Developed training and submitted training records.</li><li>Confirmed there is evidence of the above actionable items.</li></ul></div>					
QICO-MOC-21-02		April 2024	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Enforcing adherence to existing guidance of MOC process as described in Operations Administrative Procedure 200-02.<ul style="list-style-type: none"><li>Developed and submitted a Maintenance Operations Center (MOC) procedure.</li><li>Developed training and submitted training records.</li><li>Confirmed there is evidence of the above actionable items.</li></ul></div>					
QICO-MOC-21-03		April 2022	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Develop and implement a Standard Operating Procedure for the quality records process.<ul style="list-style-type: none"><li>Developed and submitted a records retention procedure.</li><li>Developed training and submitted training records.</li><li>Submitted evidence of procedure acknowledgement by Rail Operations Control Center (ROCC) personnel.</li><li>Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul></div>					
QICO-MOC-21-04		April 2022	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<div>Implement and enforce use of Procedure 700-ROCC-ADM-01-00 for the document control process.<ul style="list-style-type: none"><li>Developed and submitted a document control procedure.</li><li>Developed training and submitted training records.</li><li>Submitted evidence of procedure acknowledgement by Rail Operations Control Center (ROCC) personnel.</li><li>Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul></div>					