Washington Metropolitan Area Transit Authority (WMATA)

Quality Internal Reviews and Internal Safety Reviews Tracker - 2024

As of 08/15/25

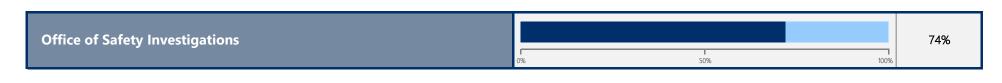| internal Corrective and Preventative Action Plan (iCAPA) Summary	Total	Closed (√)	Open (●)
	61	34	27

Risk Assessment Category*	High	Medium	Low
Description	High	Medium	Low
CAP Totals	Closed: 6 | Open: 0	Closed: 18 | Open: 11	Closed: 4 | Open: 2

* As defined by WMATA's Agency Safety Plan

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status

**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Area of Focus: Internal Safety Reviews

Office of Safety Investigations — 74%

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status	
QICO-OSI-24-01	(Yellow)	January 2025	Closed		100%

Review and update training matrix to comply with the established WMATA and PTASP.
- √ Updated and submitted a training matrix.
- √ Submitted first three months of training records.
- √ Sumitted second three months of training records
- √ Confirmed there is evidence of the above actionable items.

QICO-OSI-24-02	(Yellow)	October 2025	Open		60%

Develop and implement standardized procedures for tasks performed.
- √ Updated and submitted a procedure.
- √ Submitted a roster and updated procedure acknowledgments from all active, applicable personnel.
- √ Submitted first three months' worth of investigations documents.
- ● Submit second three months' worth of investigations documents.
- ● Confirm there is evidence of the above actionable items.

QICO-OSI-24-03	(Yellow)	June 2026	Open		33%

Identify responsible parties and enforce timelines to effectively close corrective action plans.
- √ Updated and submitted a procedure.
- √ Developed and submitted a documented process.
- √ Submitted a roster and updated procedure acknowledgments from all active, applicable personnel.
- ● Submit the first quarter of reports.
- ● Submit the second quarter of reports.
- ● Confirm there is evidence of the above actionable items.

QICO-OSI-24-04	(Yellow)	January 2025	Closed		100%

Adhere to established procedures and maintain proper handling of quality records.
- √ Submitted a roster and procedure acknowledgements from all active, applicable personnel.
- √ Completed and notified Quality Assurance that three months' worth of investigations documentation were completed.
- √ Confirmed there is evidence of the above actionable items.

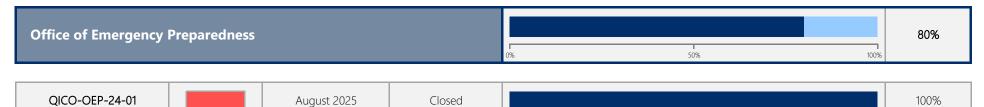| QICO-OSI-24-05	(Yellow)	November 2024	Closed		100%

Develop and implement use of controlled templates and work instructions
- √ Developed and submitted controlled templates.
- √ Developed and submitted quarterly report template.
- √ Submitted a roster and new template acknowledgements from all active, applicable personnel.
- √ Submitted three months' worth of completed reports.
- √ Confirmed there is evidence of the above actionable items.

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status	

**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Office of Emergency Preparedness					80%

QICO-OEP-24-01	🟥	August 2025	Closed		100%

Align the IMF standard with existing authority policies and procedures and incorporate adequate detail in IMF standard process steps to accomplish procedures.
- √ Updated and submitted Incident Management Framework.
- √ Submitted list of documents requiring revision.
- √ Submitted evidence of communication to all impacted personnel.
- √ Submitted revised training curriculum.
- √ Submitted updated documents.
- √ Confirmed there is evidence of the above actionable items.

QICO-OEP-24-02	🟥	May 2025	Closed		100%

Align affected documents with the IMF standard.
- √ Updated and submitted Emergency Operations Plan.
- √ Updated and submitted documented processes.
- √ Submitted evidence of communication to all impacted personnel.
- √ Confirmed there is evidence of the above actionable items.

QICO-OEP-24-03	🟨	November 2025	Open		0%

Develop comprehensive process steps for achieving established fire life safety procedures and adhere to existing fire life safety standard operating procedures.
- √ Updated and submitted documented procedure.
- ● Submit a roster and acknowledgements from all active, applicable personnel.
- ● Submit first quarter of inspection reports.
- ● Submit second quarter of inspection compliance reports.
- ● Confirm there is evidence of the above actionable items.

QICO-OEP-24-04	🟨	December 2024	Closed		100%

Develop a training matrix in compliance with PTASP and SAFE standards and enforce training attendance per requirements.
- √ Updated and submitted training matrix.
- √ Submitted first three months of training reports.
- √ Submitted second three months of training reports.
- √ Confirmed there is evidence of the above actionable items.

QICO-OEP-24-05	🟨	October 2024	Closed		100%

Enforce compliance with established safety standards and other requirements set forth in training curricula.
- √ Submitted updated training materials.
- √ Submitted three months' worth of skills checklists.
- √ Confirmed there is evidence of the above actionable items.

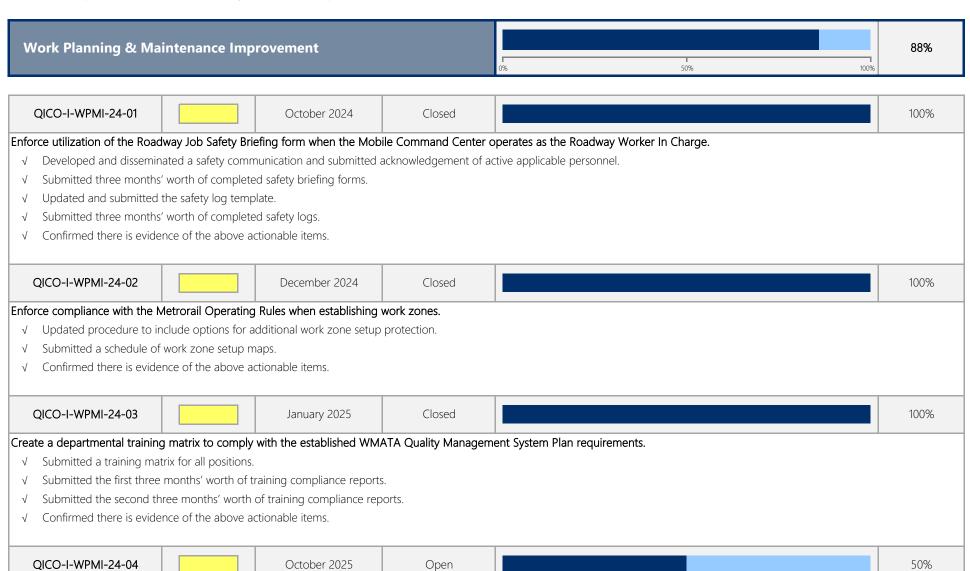| QICO-OEP-24-06	🟨	April 2025	Closed		100%

Review, update, and develop departmental procedures and governing documents with relevant safety and quality information.
- √ Reviewed, updated, and submitted policy agreement.
- √ Revised and submitted updated documents.
- √ Confirmed there is evidence of the above actionable items.

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status	

**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.*

Work Planning & Maintenance Improvement		88%

QICO-I-WPMI-24-01		October 2024	Closed		100%

Enforce utilization of the Roadway Job Safety Briefing form when the Mobile Command Center operates as the Roadway Worker In Charge.
- √ Developed and disseminated a safety communication and submitted acknowledgement of active applicable personnel.
- √ Submitted three months' worth of completed safety briefing forms.
- √ Updated and submitted the safety log template.
- √ Submitted three months' worth of completed safety logs.
- √ Confirmed there is evidence of the above actionable items.

QICO-I-WPMI-24-02		December 2024	Closed		100%

Enforce compliance with the Metrorail Operating Rules when establishing work zones.
- √ Updated procedure to include options for additional work zone setup protection.
- √ Submitted a schedule of work zone setup maps.
- √ Confirmed there is evidence of the above actionable items.

QICO-I-WPMI-24-03		January 2025	Closed		100%

Create a departmental training matrix to comply with the established WMATA Quality Management System Plan requirements.
- √ Submitted a training matrix for all positions.
- √ Submitted the first three months' worth of training compliance reports.
- √ Submitted the second three months' worth of training compliance reports.
- √ Confirmed there is evidence of the above actionable items.

QICO-I-WPMI-24-04		October 2025	Open		50%

Review and update departmental documents in accordance with the established Quality Management System Plan requirement.
- √ Submitted a list of documents that require updates.
- √ Updated the first set of identified documents.
- ● Update the second set of identified documents.
- ● Confirm there is evidence of the above actionable items.

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status	

**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Metro Integrated Command and Communications Center Rail Section		100%

QICO-ROCC-24-01	🟥	December 2024	Closed		100%

Implement a process to enforce radio communication compliance.
- √ Updated and submitted program.
- √ Submitted evidence of training.
- √ Submitted first three months of internal assessment evidence.
- √ Submitted second three months of internal assessment evidence.
- √ Confirmed there is evidence of the above actionable items.

QICO-ROCC-24-02	🟨	August 2024	Closed		100%

Monitor and enforce Rail Section's workplace activities.
- √ Submitted evidence of internet filter installation.
- √ Submitted three months' worth of evidence.
- √ Confirmed there is evidence of the above actionable items.

QICO-ROCC-24-03	🟨	July 2024	Closed		100%

Enforce Maximo incident data entry guidelines.
- √ Submitted staff notice on procedure.
- √ Submitted sample from three months' worth of incident reports.
- √ Confirmed there is evidence of the above actionable items.

QICO-ROCC-24-04	🟩	May 2024	Closed		100%

Promptly review and update all applicable Rail Section's documentation.
- √ Updated and submitted document matrix.
- √ Submitted roster and evidence of communication to all impacted personnel.
- √ Confirmed there is evidence of the above actionable items.

QICO-ROCC-24-05	🟩	November 2024	Closed		100%

Develop a training matrix in compliance with PTASP standards and enforce training completion per requirements.
- √ Updated and submitted training matrix.
- √ Submitted first three months of training reports.
- √ Submitted second three months of training reports.
- √ Confirmed there is evidence of the above actionable items.

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status	

**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.*

Facilities Fire/Life-Safety					85%

QICO-I-FFLS-24-01	🟥	August 2025	Closed		100%

Incorporate requirements of Confined Space Entry Program in departmental procedures, enforce and monitor compliance to safety protocols inclusive to the use of safety equipment, complete required training, and perform atmospheric testing during confined space activities.
- √ Submitted roster and acknowledgements for 95% of active personnel.
- √ Updated and submitted the Compliance program.
- √ Submitted first three months' of logs as evidence of compliance.
- √ Submitted the second three months' of logs as evidence of compliance.
- √ Confirmed there is evidence of the above actionable item.

QICO-I-FFLS-24-02	🟥	April 2025	Closed		100%

Update and reestablish Preventive Maintenance Manuals to include inspection, testing, maintenance, and an acceptable range of measurement (noted in the PM, if applicable) for Fire/Life Safety assets.
- √ Updated and submitted the Preventative Maintenance manuals.
- √ Submitted roster and acknowledgements for 95% of applicable personnel.
- √ Confirmed there is evidence of the above actionable items.

QICO-I-FFLS-24-03	🟨	September 2024	Closed		100%

Facilities Maintenance must assess and address WO 17550064.
- √ Prepared and submitted a complete inspection report.
- √ Submitted work order closure as evidence of compliance.
- √ Confirmed there is evidence of the above actionable items.

QICO-I-FFLS-24-04	🟨	November 2025	Open		0%

Personnel must complete required training.
- Prepare and submit a complete inspection report.
- Confirm there is evidence of the above actionable items.

QICO-I-FFLS-24-05	🟨	May 2025	Closed		100%

Facilities Maintenance must review and update outdated documents that are required to perform daily tasks.
- √ Updated and submitted Program Manual.
- √ Updated and submitted three controlled documents.
- √ Submitted roster and acknowledgments for 95% of applicable personnel.
- √ Confirmed there is evidence of the above actionable items.

QICO-I-FFLS-24-06	🟨	October 2025	Open		67%

Facilities Maintenance must perform the required monthly Quality Control checks.
- √ Updated and submitted Standard Operating Procedures.
- √ Updated and submitted Work Instruction.
- √ Submitted roster and acknowledgments for 95% of applicable personnel.
- √ Submitted the first three months' worth of records.
- Submit the second three months' worth of records.
- Confirm there is evidence of the above actionable items.

QICO-I-FFLS-24-07	🟨	January 2025	Closed		100%

Facilities Maintenance must replace or recalibrate outdated gauges on their FLS Systems.
- √ Created and submitted Maximo scheduled PMI.
- √ Submitted a Maximo report demonstrating implementation.
- √ Confirmed there is evidence of the above actionable items.

Prepared by the Department of Quality Assurance, Internal Compliance Oversight (Quality)

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status	

**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Office of Rail Transportation					76%

QICO-RTRA-24-01		February 2026	Open		25%

Develop a procedure to periodically review training records.
- √ Developed and submitted a documented training process, including tracking.
- ● Submit first three (3) months' worth of training reports.
- ● Submit second three (3) months' worth of training reports.
- ● Confirm there is evidence of the above actionable items.

QICO-RTRA-24-02 R1		June 2025	Closed		100%

Review existing rules and develop a communication plan on proper horn usage procedures.
- √ Submitted the hazard analysis.
- √ Submitted the approved Permanent Order.
- √ Confirmed there is evidence of the above actionable items.

QICO-RTRA-24-03		September 2025	Open		80%

Adhere to existing document control work instruction and remove or revise outdated and superseded documents.
- √ Updated and submitted the documented process.
- √ Updated and submitted the work instruction.
- √ Updated and submitted the SOP Handbook
- √ Developed and submitted evidence of communication of the updated SOP Handbook.
- ● Confirm there is evidence of the above actionable items.

QICO-RTRA-24-04		October 2025	Open		75%

Follow the Safety Measurement System incident investigation process to ensure accurate collection, and thorough recording of all required incident/accident data.
- √ Updated and submitted the documented procedure to include required data entry fields.
- √ Submitted roster and training records for all active, applicable personnel.
- √ Submitted three (3) months' worth of completed incident investigation records.
- ● Confirm there is evidence of the above actionable items.

QICO-RTRA-24-05		February 2025	Closed		100%

Update training matrix to identify all required training for each position within Rail Transportation.
- √ Updated and submitted the training matrix.
- √ Confirmed there is evidence of the above actionable items.

QICO-RTRA-24-06		May 2025	Closed		100%

Implement updated plan inclusive of executing, documenting, and storing routine safety committee meetings.
- √ Submitted facility safety committee meeting charters.
- √ Submitted three (3) months of meeting minutes and attendance records.
- √ Confirmed there is evidence of the above actionable items.

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status	

**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Supply Chain Warehousing and Logistics				65%

0%　　　　　　　　　　50%　　　　　　　　　　100%

QICO-SCWL-24-01		January 2026	Open		50%

Promptly review and update all applicable Supply Chain documentation.
- √ Developed and submitted a documented process review plan.
- √ Submitted evidence of updated links to controlled documents.
- √ Updated and submitted the Document Control Process SOP.
- √ Submitted the first set of updated documented processes.
- ● Submit the second set of updated documented processes.
- ● Submit the third set of updated documented processes.
- ● Submit the fourth set of updated documented processes.
- ● Confirm there is evidence of the above actionable items.

QICO-SCWL-24-02		October 2025	Open		60%

Review Supply Chain training records and enforce attendance to all required training.
- √ Updated and submitted the training matrix.
- √ Updated and submitted the Training Process SOP.
- √ Submitted the first set of monthly training reports.
- ● Submit the second set of monthly training reports.
- ● Confirm there is evidence of the above actionable items.

QICO-SCWL-24-03		July 2025	Closed		100%

Reinforce compliance with established supervisor duties and responsibilities.
- √ Updated and submitted the controlled checklist.
- √ Submitted a roster and acknowledgments for all active, applicable personnel on staff notice.
- √ Submitted three months of completed checklists.
- √ Confirmed there is evidence of the above actionable items.

QICO-SCWL-24-04		September 2025	Open		67%

Enforce compliance with established safety standards.
- √ Updated and submitted the Safety Program Plan SOP.
- √ Submitted three months of completed safety inspections.
- ● Confirm there is evidence of the above actionable items.

Prepared by the Department of Quality Assurance, Internal Compliance Oversight (Quality)

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status	

**Date WMATA requests closure. Actual closure date is subject to review and acceptance of the closure.

Equipment Testing & Locksmiths		73%

QICO-EQTL-24-01		August 2025	Closed		100%

Correctly label NFPA 704 Diamonds at all locations where they are required to help ensure proper hazard identification and compliance.
- √ Replaced NFPA diamonds and submitted photograph evidence.
- √ Performed an acceptance inspection of the NFPA diamonds and submitted compliance report.
- √ Issued and submitted a Safety Bulletin explaining the process to be followed whenever chemicals inside a building are changed.
- √ Submitted acknowledgements from 95% of applicable, active personnel confirming receipt and understanding of the Safety Bulletin.
- √ Confirmed there is evidence of the above actionable items.

QICO-EQTL-24-02		July 2025	Closed		100%

Establish and enforce a protocol to ensure that certification records are not pre-filled before the completion of the test process.
- √ Created and submitted a memorandum reinforcing the importance of avoiding the use of pre-populated checklists.
- √ Submitted three (3) months' worth of evidence that checklists have been accurately and properly completed.
- √ Confirmed there is evidence of the above actionable items.

QICO-EQTL-24-03		June 2025	Closed		100%

Conduct a comprehensive review of all governing documents to identify and update those that are overdue for revision.
- √ Rescinded and removed SOP 105-04-02 SMNT Key Control Procedures.
- √ Reviewed, updated, and submitted updated procedure.
- √ Confirmed there is evidence of the above actionable items.

QICO-EQTL-24-04		May 2026	Open		0%

Enforce compliance with the established training matrix.
- Review and submit an updated Training Matrix.
- Submit the first three (3) months' worth of training reports.
- Submit the second three (3) months' worth of training reports.
- Confirm there is evidence of the above actionable items.

Prepared by the Department of Quality Assurance, Internal Compliance Oversight (Quality)

Risk Assessment Category*	Major	Moderate	Minor
Description	Major	Moderate	Minor
CAP Totals	Closed: 1 | Open: 1	Closed: 4 | Open: 11	Closed: 1 | Open: 2

* As defined by WMATA's Agency Safety Plan

Area of Focus: Engineering & Maintenance

Grout Pad Renewal Follow-up		81%

QICO-GPRF-24-01		July 2028	Open		71%

Accurately identify and report track conditions, prioritize Work Orders according to the Maintenance Control Policy protocols, and address high priority WOs in a timely manner.
- √ Created and submitted a Maintenance Bulletin outlining work order priority levels.
- √ Submitted a report of work orders categorized by urgency and asset criticality.
- √ Created and submitted a Maintenance Bulletin outlining guidelines on work order close out.
- √ Inspected areas associated with high-priority work orders and submitted findings.
- √ Submitted evidence of completed work.
- ● Update and submit policy.
- ● Confirm there is evidence of the above actionable items.

QICO-GPRF-24-02		April 2025	Closed		100%

Develop and implement a written respirable crystalline silica program that requires compliance with Occupational Safety and Health Administration regulations on respirable crystalline silica.
- √ Developed and submitted a Respirable Crystalline Silica Program.
- √ Issued a Safety Bulletin.
- √ Confirmed there is evidence of the above actionable items.

QICO-GPRF-24-03		July 2025	Closed		100%

Fully and properly implement silica exposure control procedures in accordance with applicable Occupational Safety and Health Administration regulation.
- √ Reviewed and submitted a formalized Silica Exposure Control Plan.
- √ Signed, adopted, and submitted updated Silica Exposure Control Plan.
- √ Submitted acknowledgments from all applicable personnel.
- √ Confirmed there is evidence of the above actionable items.

QICO-GPRF-24-04		July 2025	Closed		100%

Develop an Authority-wide guidance for departments acquiring hazardous material to update Safety Data Sheets on the Metroweb accordingly regardless of any form of purchase.
- √ Updated and communicated Hazard Communication Program requirements.
- √ Submitted updated Hazard Communication Program.
- √ Issued a Safety Bulletin informing of changes.
- √ Confirmed there is evidence of the above actionable items.

QICO-GPRF-24-05		May 2027	Open		50%

Complete training in accordance with the Track and Structure Training Matrix.
- √ Reviewed, updated and submitted training matrix.
- √ Identified and submitted a list of in-house and outsourced training classes.
- √ Conducted and submitted a training gap analysis.
- ● Submit first quarterly progress report.
- ● Submit second quarterly progress report.
- ● Confirm there is evidence of the above actionable items.

QICO-GPRF-24-06		August 2025	Closed		100%

Review and standardize the "First in-First-Out" system for grout pad material.
- √ Developed and distributed a memorandum detailing labeling practices and submitted acknowledgements from all applicable personnel.
- √ Submitted first three months' worth of material labeling evidence.
- √ Submitted second three months' worth of material labeling evidence.
- √ Confirmed there is evidence of the above actionable items.

QICO-GPRF-24-07		April 2025	Closed		100%

Label all pneumatic jackhammers to indicate the weight class of the tool and develop guidance that prohibits the use of 90lb. jackhammers on aerial structures.
- √ Developed and applied new durable labeling to 90lb jackhammers and submitted evidence.
- √ Developed and submitted guidance prohibiting use of 90lb jackhammers on aerial structures.
- √ Confirmed there is evidence of the above actionable items.

QICO-GPRF-24-08	🟨	November 2025	Open		50%

Enforce quality control procedures for equipment calibration.
- √ Communicated importance of adherence to equipment calibration procedure.
- √ Submitted first four months' worth of evidence of calibration compliance checks.
- ● Submit second four months' worth of evidence of calibration compliance checks.
- ● Confirm there is evidence of the above actionable items.

QICO-GPRF-24-09	🟨	September 2025	Open		80%

Establish clear guidelines for completing and uploading Quality Control checklists to Maximo.
- √ Updated and submitted the Quality Control checklist.
- √ Re-instructed adherence to Quality Control procedures and submitted acknowledgements from all applicable personnel.
- √ Submitted first three months' worth of work orders and a completed Quality Control checklist.
- √ Submitted second three months' worth of work orders and a completed Quality Control checklist.
- ● Confirm there is evidence of the above actionable items.

QICO-GPRF-24-10	🟩	May 2025	Closed		100%

Define clear parameters for grout pad spot repairs and out-of-face repairs including size, location, depth, and material compatibility.
- √ Submitted an addendum to work instruction document.
- √ Submitted acknowledgements from all applicable personnel.
- √ Confirmed there is evidence of the above actionable items.

Railcar Brake Disc Preventive Maintenance			**35%**

QICO-BDPM-24-02	🟨	January 2026	Open		25%

Enforce wheel bolt testing requirements included in the current 3000 Series Brake Disc Service Instruction.
- √ Updated and submitted the Maintenance Service Instruction (MSI) 180262 ALP Disc, ALP Hardware, and Axle Threaded Hole Service Procedure.
- ● Conduct On-the-job Training (OJT) on the revised MSI 180262 and submit a roster and acknowledgements from 95% of active applicable personnel.
- ● Submit three months' worth of completed checklists demonstrating compliance with MSI 180262.
- ● Confirm there is evidence of the above actionable items.

QICO-BDPM-24-03	🟨	November 2025	Open		57%

Develop and implement a documented process for managing and maintaining controlled work instructions.
- √ Updated and submitted Standard Operating Procedure (SOP) 302.10.
- √ Updated and submitted Organizational Administrative Policy (OAP) 102.01.
- √ Updated and submitted SOP 202.14.
- ● Submit a roster and acknowledgement from all active applicable personnel for SOP 302.10.
- ● Submit a roster and acknowledgements from all active applicable personnel for OAP 102.01.
- ● Submit a roster and acknowledgements from all active applicable personnel for SOP 202.14.
- ● Confirm there is evidence of the above actionable items.

QICO-BDPM-24-04	🟨	March 2026	Open		17%

Enforce the use of required tools during brake disc slant, concave, and scoring wear measurements.
- ● Update tool requirements for all fleets as required and submit a revised Periodic Inspection Manual Task 20 Trucks/Couplers.
- √ Updated and submitted Standard Operating Procedure (SOP) 302.10.
- ● Conduct an inventory of the tools required for Periodic Inspection Task 20 and submit the availability status of required tools at all applicable inspection locations.
- ● Purchase any missing required tools and submit evidence of procurement.
- ● Submit three months' worth of PI task audits.
- ● Confirm there is evidence of the above actionable items.

Holding Brake Pressure Switch				15%

QICO-HBPS-24-01		June 2026	Open		0%

Update relevant procedures and adhere to root cause analysis requirements in accordance with the QMSP 3.9.

- Update and submit Standard Operating Procedures (SOP) 202.11 and 102.04.
- Update and submit SOP 202.01.
- Submit rosters and acknowledgments from applicable personnel for SOP 202.01.
- Submit rosters and acknowledgments from all active applicable personnel for SOP 202.11 and SOP 102.04.
- Submit the first quarter of EMI packages.
- Submit the first quarter of incident investigations developed.
- Submit the second quarter of EMI packages.
- Submit the second quarter of incident investigations developed.
- Confirm there is evidence of the above actionable items.

QICO-HBPS-24-02		November 2025	Open		33%

Enforce existing Engineering Test Plan documentation standards.

- √ Performed ongoing quality control of Engineering Testing Plan/Engineering Test Report (ETP/ETR) documentation and submitted SOP 202.03 and the first quarter of completed ETP/ETR packages including checklists.
- Submit the second quarter of completed ETP/ETR packages including completed checklists.
- Confirm there is evidence of the above actionable items.

QICO-HBPS-24-03		January 2026	Open		33%

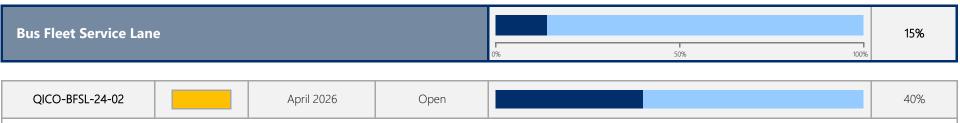Update Holding Brake Pressure Switch component codes to improve the accuracy of maintenance actions.

- √ Reviewed brake pressure switch component/failure codes and submitted results.
- √ Updated failure reporting codes, as necessary, and provided supporting evidence.
- Submit the first of three months' worth of component code accuracy reports.
- Submit the second monthly component code accuracy report.
- Submit the third monthly component code accuracy report.
- Confirm there is evidence of the above actionable items.

QICO-HBPS-24-04		September 2025	Open		0%

Adhere to existing document control procedure and revise outdated document.

- Review and, as necessary, update SOP 202.11.
- Confirm there is evidence of the above actionable items.

Area of Focus: Service Delivery

Bus Fleet Service Lane		15%

QICO-BFSL-24-02		April 2026	Open		40%

Establish a documented process to capture and communicate all changes to Bus Fleet Service Lane procedures to facilitate updates to training curriculum. Revise training material to reflect current approved documentation and practices.

- √ Developed and submitted a documented process to formalize how training documents are reviewed and updated.
- √ Submitted a roster and evidence of acknowledgments of the new training notification procedure from all active, applicable personnel.
- ● Update and submit Standard Operating Procedure (SOP) BUSV-BMNT-SOP-3.32-01.
- ● Update and submit the Bus Fleet Service Lane training curriculum.
- ● Confirm there is evidence of the above actionable items.

QICO-BFSL-24-03		May 2026	Open		0%

Establish a records management process for maintaining all Service Lane related documents and acknowledgements.

- ● Update and submit Standard Operating Procedure (SOP) BUSV-BMNT-SOP-3.32-01.
- ● Submit a roster and acknowledgements from all active applicable personnel.
- ● Submit one months' worth of Service Lane quality records as evidence of implementation.
- ● Confirm there is evidence of the above actionable items.

QICO-BFSL-24-04		February 2026	Open		0%

Review current standard operating procedures and job aids to eliminate incorrect or obsolete processes. Establish a sustainable process to prevent future discrepancies with controlled and uncontrolled documents.

- ● Update and submit Standard Operating Procedure (SOP) BUSV-BMNT-SOP-3.32-01.
- ● Update and submit Standard Operating Procedure (SOP) BUSV-BMNT-SOP-1.13.
- ● Submit a roster and acknowledgements from all active applicable personnel.
- ● Confirm there is evidence of the above actionable items.