WHAT WE DO

What is QICO?

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

Why QICO Performed These Reviews?

These internal safety reviews are intended to provide Metro senior management with an assessment of the following areas:

- Rail Operations Oversight, Supervision & Fitness for Duty
- Plant Maintenance

QICO's Methodology:

- Develop relevant review activities by identifying and assessing any risks to align with the QMSP 15 Core Standards.
- Compliance with the WMATA System Safety Program Plan (SSPP) is assessed through internal safety reviews.
- Review documentation, observe processes and interview key personnel.
- Review findings and required actions are rated based on level of risk, which ranges on a scale from "Insignificant" to "High"

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

Internal Safety Review

WHAT WE FOUND | CY21Q1 INTERNAL SAFETY REVIEWS

May 2021

1. Rail Operations Oversight, Supervision & Fitness for Duty

Wins:

✓ Consistent application of the spot-check process promotes adequate coverage of all station managers, operators, and passenger facilities.

Action Areas Identified During Review:

- Monitoring the impact of fatigue on incidents, accidents, and service delivery will promote employee and customer safety.
- Completing required train operator fitness for duty evaluations provides assurance that employees are in satisfactory condition to perform their assignments and present themselves as public representatives for Metro.
- Meaningful supervisory oversight of interlocking operators will increase safety, efficiency, and accountability of dispatch and yard operations.
- A process governing creation, closure, and quality of incident/accident reports will promote accountability and improve the capture of critical safety data.
- Current and controlled policies, procedures, and standards provide clear direction and result in more consistent process control.

2. Plant Maintenance

Wins:

✓ PLNT has developed a process to engage employees in safety meetings which informs them of identified hazards and enforces safe work practices.

✓ PLNT developed an effective communication plan to promote employees' awareness of status updates of established governing documents.

Action Areas Identified During Review:

- Performing inspections, maintenance and repairs on station pylons in accordance with governing documents would promote safe, efficient and effective work functions.
- Performing routine Supervisor Quality Control (QC) compliance checks as defined in Facilities, Systems, and Vertical Transportation (FSVT's) process and frequency would verify PLNT operations meet standards and safety measures.
- Availability and enforcement of proper Personal Protective Equipment (PPE) and required tools to perform maintenance tasks reduces safety risks and improves work performance.
- Reviewing and updating governing documents within the required periodicity optimizes applicability and incorporates changes in a timely manner.
- The accurate tracking of corrective maintenance work orders in Maximo would improve planning and efficiency of maintenance and repairs.

WHAT WE WILL DO MOVING FORWARD

Key Takeaways

1. *Enhancement of the supervisory oversight program to be inclusive of all employees and activities will continue to promote safe and consistent management of personnel.*

- Revise the current oversight program to be inclusive of all RSTO activities.
- For details on committed actions, see the following iCAPAs:
  - QICO-RSTO-21-01
  - QICO-RSTO-21-02
  - QICO-RSTO-21-03
  - QICO-RSTO-21-04
  - QICO-RSTO-21-05

Key Takeaways

2. *Utilization of available data with efficient maintenance strategies and Quality Control (QC) compliance enhances overall efficiency, reduces maintenance efforts and promotes safety.*

- Enforce implementation of quality control compliance checks to include operation, PPE, tools and equipment.
- For details on committed actions, see the following iCAPAs:
  - QICO-PLNT-21-01
  - QICO-PLNT-21-02
  - QICO-PLNT-21-03
  - QICO-PLNT-21-04