WHAT WE DO

one QICO
IMPROVE · OVERSEE · ASSURE

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. QICO and the internal review process are authorized by the General Manager as outlined in the Quality Management System Plan (QMSP).

Why QICO Performed These Reviews?

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

- Automatic Train Control Maintenance, Reliability and Engineering
- Shops and Materials Support
- Office of Emergency Management
- Information Technology

QICO's Methodology:

- Develop relevant review activities by identifying and assessing any risks to align with the QMSP 15 Core Standards.
- Review documentation, observe processes, and interview key personnel.
- Findings and required actions are based on risk rating, 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/.

WHAT WE FOUND | CYQ1 INTERNAL QUALITY & SAFETY REVIEWS

May 2020

Engineering & Maintenance

1. Office of Automatic Train Control Maintenance (ATCM)

Wins:
- ✓ ATCM has listed the ATC-1000, 2000, 3000 and 4000 controlled procedure and policy manuals as governing documents in its revised Maintenance Policy, which are currently under revision update.
- ✓ ATCM simplified execution of Engineering Modification Instructions (EMI) and ATC 1000 procedures using mobile devices per Metro Electronic Device Policy, eliminating the need to carry and track cumbersome paperwork.

Action Areas Identified During Review:
- Maintaining an up-to-date ATC Maintenance Control Policy inclusive of interdepartmental processes with SAMS and warranty claims promotes an effective maintenance process.

2. Office of Shops and Material Support (SAMS)

Wins:
- ✓ SAMS execution of work processes for disposal of batteries curtails risks associated with hazardous waste disposal and operations.

Action Areas Identified During Review:
- Documenting and issuing detailed and accurate standards and work instructions for routine functions improves efficiency and consistency within SAMS' operations.
- Implementing a documented and comprehensive training program streamlines performance and keep technicians well-informed of best practices.
- Certifying equipment calibration ensures equipment performance and continuity.

Safety

3. Office of Emergency Management (OEM)

Wins:
- ✓ OEM created a Computer-Based Training (CBT) in order to educate thousands of local first responders who cannot be trained in person in a given year.

Items Resolved During the Review:
- ⊕ During the OEM ISR, the Severe Weather Plan was updated. The previous plan was past the review due date.

Action Areas Identified During Review:
- Developing comprehensive governing documentation for internal functions and external training would encourage standardization, thoroughness and efficiency.
- Reviewing and updating official documentation within the required periodicity optimizes applicability and incorporates changes in a timely manner.
- Establishment of a formal compliance check program related to safety rulebook management contributes to the safe execution of OEM field activities.

4. Department of Information Technology (IT)

Wins:
- ✓ IT comprehensively supports other departments 24/7 and adheres to established policies and procedures.
- ✓ Maintaining ISO 9001:2015 certification requires a high level of documentation control, including safety related policies and procedures.

Action Areas Identified During Review:
- Consistent participation in routine Departmental Safety Committee meetings is essential to continuously improve safety program throughout the IT department.
- Establishment of a formal compliance check program related to safety rule book management contributes to the safe execution of IT field activities.
- Maintaining a training and certification matrix for employees and contractors promotes proper skills management and safety certifications.

WHAT WMATA WILL DO MOVING FORWARD

Key Takeaways

1. *Regular review and updates of governing documentation promotes inter-departmental coordination and warranty claims management.*
   - Update and implement the Automatic Train Control Branch Maintenance Control Policy, inclusive of interdepartmental and warranty claims processes.
   - For details on committed actions, see the following iCAPA: QICO-ATCM-20-01.

2. *Collaboration with Engineering to establish and implement maintenance processes is critical to effective testing, calibration and repair standards.*
   - Establish a communication process with Engineering, documented work instructions for calibration and certification, and a training program.
   - For details on committed action plans see the following iCAPAs: QICO-SAMS-20-01, and QICO-SAMS-20-02.

Key Takeaways

3. *Developing core procedures for internal functions and updating existing emergency plans will promote enhanced preparedness.*
   - Develop comprehensive procedures and training curricula, review and update applicable emergency response plans, and create a formal compliance check program.
   - For details on committed actions, see the following iCAPAs: QICO-OEM-20-01, QICO-OEM-20-02, and QICO-OEM-20-03.

4. *Participation in a Departmental Safety Committee, maintaining a training matrix by position, and implementing a safety rulebook compliance check program are essential to establishing a safety-first culture.*
   - Develop or participate in a Departmental Safety Committee, create a formal compliance check program, and develop and maintain a training and certification matrix.
   - For details on committed actions, see the following iCAPAs: QICO-IT-20-01, QICO-IT-20-02, and QICO-IT-20-03.

Quality Assurance, Internal Compliance & Oversight (QICO)
Promoting Transparency, Accountability, & Public Confidence