WHAT WE DO

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IMPROVE | OVERSEE | ASSURE
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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 reviews are intended to provide Metro senior management with an assessment of the following areas:

- Non-Revenue Vehicles Utilization
- Vehicle Program Services Change Management and Safety Program
- Storeroom Truck Inventory and Materials Management Safety Program

QICO's Methodology:

- Develop relevant review activities by identifying and assessing risks to policies, procedures & standards, quality & compliance, and traceability.
- 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/.

WHAT WE FOUND | CYQ1. INTERNAL QUALITY & SAFETY REVIEWS   *May 2019*

Engineering & Maintenance

1. Metrorail Vehicle Engineering Change Management

Wins:
- ✔ Rail car performance trends are actively monitored to identify opportunities to improve fleet reliability.
- ✔ A department-level change control board has been established to coordinate implementation efforts among affected stakeholders.
- ✔ A cross-functional review board has been established to evaluate engineering requests for suitability.

Action Areas Identified During Review:
- Implementation of quality control measures is vital to promote outcomes at the expected quality level.
- A standardized approach to technical document revisions due to engineering changes is critical to an effective change control program.

2. Metro Storeroom Truck Inventory

Wins:
- ✔ Two (2) storeroom locations are utilizing a transfer log to receiving satellite storeroom, providing efficiency and traceability.

Items Resolved During Review:
- ✪ Eight (8) of 10 storerooms adjusted a total of 108 "Truck" Inventory items after February 1, 2019.

Action Areas Identified During Review:
- Generation of a documented process that defines all steps for transferring material from storeroom to storeroom.
- Creation of a documented process that depicts truck driver acknowledgement of the material and corresponding paperwork.
- Development of a documented inventory discrepancy reconciliation process for the effective inventory management of parts and materials.

Service Delivery

3. Metro Non-Revenue Vehicles Utilization

Wins:
- ✔ SVMT and STIN proactively collaborated on drafting a revised policy tackling numerous areas of improvement identified during this review.

Items Resolved within the New Policy:
- ✪ The requirement to perform pre-trip inspections is crucial for safe and reliable operation of non-revenue vehicles.
- ✪ Instructions pertaining to recordkeeping specific to the Vehicle Justification Forms is essential for effective traceability.
- ✪ A documented process is essential to promptly notify SVMT of any vehicle re-assignment or re-allocation.
- ✪ Several departments could not provide records of the quarterly physical inventory check of their assigned non-revenue vehicles.
- ✪ A written policy is necessary to govern the management and usage of toll road transponder devices.

Action Areas Identified During Review:
- The utilization of the policy's standardized data collection forms is essential for data completeness and accuracy.
- Management review of detailed trip logs is essential to ensure data completeness and accuracy.

Internal Safety Review

4. Metrorail Program Services

Action Areas Identified During Review:
- Maintaining a training and certification program for employees and contractors is necessary to maintain competency level.
- Regular attendance by required personnel at all mandatory safety committee meetings is essential to promote a culture of safety.
- Accurate and complete rail car safety certification records are essential for ensuring identified hazards have been mitigated.
- The implementation of a quality control program related to rulebook compliance is essential to maintain a safe working environment.

5. Metro Materials Management

Wins:
- ✔ SCMF partnered with SAFE to construct safe storage areas for compressed gases.
- ✔ All active SCMF warehouse and storeroom personnel completed training on safe operation of warehouse lift equipment.
- ✔ Prominent postings of safety information throughout SCMF warehouse and storerooms.

Items Resolved During Review:
- ✪ Posting current and accurate Safety Committee minutes and building evacuation plans on bulletin boards promote general safety awareness.

Action Areas Identified During Review:
- Revising SCES manual to include Acquisition, Storage and Handling of Flammable Chemicals and Hazard Communication Program.
- Creating a documented procedure to define the process for reporting incidents or accidents.
- Developing a documented procedure for handling hazardous materials during transport enhances the employee and material safety.

WHAT WE WILL DO MOVING FORWARD

Key Takeaways

1. *Established quality control measures are critical to preventing inconsistencies and unintended results during the process of implementing engineering modifications.*
- Establish a quality control function and a documented procedure for updating technical documents upon the occurrence of engineering changes.
- For details on committed action plans see the following iCAPAs: QICO-RVCM-19-01 and QICO-RVCM-19-02.

2. *The development of a SCMF Storeroom Transfer Standard Operating Procedure that includes the process of moving inventory from bin to "Truck" Inventory location ensures accountability and the accurate transfer of parts and materials.*
- Establish a documented process for transferring materials between storerooms and the reconciliation of inventory discrepancies.
- For details on committed action plans see the following iCAPAs: QICO-TRUC-19-01, and QICO-TRUC-19-02.

Key Takeaways

3. *Adherence to an effective non-revenue vehicle management policy is necessary to better allocate vehicles, minimize operation and maintenance costs, and improve overall reliability of the program.*
- Rollout of the updated P/I, including training and awareness and the finalization of an electronic vehicle logon solution.
- For details on committed action plans see the following iCAPAs: QICO-NRV-19-01 and QICO-NRV-19-02.

Key Takeaways

4. *Participation in safety committees, maintaining safety training certifications, and verifying rulebook adherence is essential to establishing a safety-first culture.*
- Establish a review process to complete safety training, attend safety committees, ensure the presence of certificate of compliance before release of new rail cars, and establish rule book compliance quality control process.
- For details on committed action plans see the following iCAPAs: QICO-CENV-19-01, QICO-CENV-19-02, QICO-CENV-19-03, and QICO-CENV-19-04.

5. *The availability of safety documented resources regarding storage, handling, and transportation of hazardous materials, as well as a documented process for accident and incident reporting establish clear safety guidelines and promote a safe working environment.*
- Develop a process to address storage, handling and transportation of hazardous materials, and for reporting of incidents and accidents.
- For details on committed action plans see the following iCAPAs: QICO-MATM-19-01, and QICO-MATN-19-02.