

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

- Structure Grout Pad Renewal
- Switch Machine Power Supply Replacement
- Operations Management Services

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.
- Findings and required actions are assigned a 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 CYQ3-Q4 INTERNAL QUALITY & SAFETY REVIEWS		February 2021
<div>Engineering & Maintenance</div> <div>Capital Program-Management & Execution</div> <div>Internal Safety Review</div>	<div>10. Structure Grout Pad Renewal (SGPR)</div> <div>Action Areas Identified During Review:</div> <ul style="list-style-type: none">- Developing a process to define roles and responsibilities between ENGA, MOWE, and TRST would establish consistent accountability and support of design, maintenance, and repair.- Adhering to the established construction materials inspection and testing requirements would satisfy compliance with concrete strength and other specifications.- Verifying equipment calibration before use would validate equipment performance, safety and avoid damage to the structure integrity.- Following approved work instructions and complying with design specifications would promote quality, avoid rework and reduce waste.- Alignment of governing documentation and issuance of consistent standards and work instructions would minimize confusion and improve efficiency.	
	<div>11. Switch Machine Power Supply Replacement (SMPS)</div> <div>Action Areas Identified During Review:</div> <ul style="list-style-type: none">- Establishing governing documentation would provide a standard for work processes, promote efficiency and assist in maintaining compliance throughout the life of the project.- Maintaining a training and certification matrix for employees and contractors promotes proper skills management and safety compliance.- Tracking the contractor’s drug and alcohol program would assist in monitoring compliance to contract requirements.- Conducting safety and quality oversight on contractor performance serves as a verification tool for the fulfillment of performance requirements.- Establishing a change management process promotes effective document control and improves project and departmental efficiency.	
	<div>12. Operations Management Services (OPMS)</div> <div>Wins:</div> <ul style="list-style-type: none">✓ Technical Skills and Maintenance Training (TSMT) has developed and implemented a comprehensive system to regularly maintain a less than one percent RWP “Out of Compliance” status on a monthly basis.✓ TSMT Apprentice Programs add value to the organization by providing highly skilled training in specialized fields that would not typically be practical to recruit for. <div>Items Resolved During Review:</div> <ul style="list-style-type: none">✱ Following established formal compliance check program validates training is delivered according to established rules, policies and procedures. <div>Action Areas Identified During Review:</div> <ul style="list-style-type: none">- Creating and instituting documentation of all SSPP required plans and documents promotes a strong safety culture.- Using designated share drive to store and access the latest controlled document reduces the risk of disseminating obsolete information.- Revising the Roadway Worker Protection (RWP) training course to include the Hazardous Concern Form as referenced in the RWP SOP (January 2020) promotes a culture of safety in the classroom and on the job.- Updating WAVS SOP to include both controlled documentation of completed random checks and appropriate controls for remote access to confidential information reduces risks to WMATA and WMATA personnel.	

WHAT WMATA WILL DO MOVING FORWARD

Key Takeaways

10. Collaboration on document control and materials selection between Track & Structures, Engineering and Maintenance of Way Engineering is critical for an effective grout pad renewal program.

- Develop and submit roles and responsibilities of ENGA, MOWE, TRST and SAFE for grout pad reconstruction and controlled document material approval process.
- For details on committed actions, see the following iCAPAs: [QICO-SGPR-21-01](#), [QICO-SGPR-21-02](#), [QICO-SGPR-21-03](#), [QICO-SGPR-21-04](#).

Key Takeaways

11. Developing controlled work processes and strengthening contractor oversight would promote project efficiency and encourage a safe work environment.

- Create a Project Specific Quality Management Plan, inclusive of governing processes that would facilitate the oversight of safety compliance and quality of work.
- For details on committed action see the following iCAPA: [QICO-SSRP-21-01](#).

Key Takeaways

12. 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, revise and implement documentation to advocate compliance with the SSPP and departmental SOPs.
- For details on committed action, see the following iCAPA: [QICO-OPMS-21-01](#).