



## Internal Review Summary

### Why QICO Performed This Review:

- This internal review is intended to provide Metro's senior management with an assessment to validate current practices and work performance within the Railcar Major Repair and Overhaul (MRO) Shops. The review will promote the actions needed to address any uncovered issues.
- QICO is independent from the functions it oversees, authorized by the Metro General Manager to conduct objective audits with unrestricted access to all functions, records, assets and employees under its purview.

### QICO's Methodology:

- Developed relevant review activities by identifying and assessing risks to quality of work, compliance with standards, records management and safety.
- Reviewed maintenance documentation, observed maintenance and inspection work while in-progress, and interviewed key personnel.
- Review findings and required actions are rated based on risk, which ranges on a

**Note:** An itemized Corrective Action Plan (CAP) is developed for each required action to achieve effective and measurable resolution of identified concerns. To check the status of CAP implementation go to [www.wmata.com/initiatives/transparency/](http://www.wmata.com/initiatives/transparency/).

## July 2017

### Metrorail Major Repair & Overhaul Processes

#### QICO's Internal Review Results:

*Formally documenting MRO practices and processes will improve overall efficiency and reliability.*

#### QICO's internal review identified and noted several **Wins** and **Areas for Improvement**:

- ✓ Technician training records & certifications are up-to-date.
- ✓ For cases where repair/overhaul instruction exists manuals are accessible to technicians.
- ✓ Maintenance tools & equipment are being serviced and calibrated as required.
- ✓ Fire extinguishers and eye washing stations are in order, and emergency evacuation plans are posted.
- While the MRO strives to reduce costs and ensure part availability, additional controls could help improve reliability.
- Many MRO practices are not formally documented; including a comprehensive process flow, quality control plan, written procedures and repair/overhaul instructions.
- MRO shops are not in full compliance with inspection requirements for some overhead and jib cranes and use of job-specific personal protective equipment (PPE).
- First-aid kits located in MRO shop spaces are inconsistently inspected and maintained.

#### Required Actions:

**QICO-MRO-17-01:** Evaluate processes for handling, storing, and identifying the status of parts and materials, implement improvements to improve availability and reliability of parts and materials.

*(Risk Rating: Elevated)*

**QICO-MRO-17-02:** Review the priority for each component requiring a repair procedure, develop a schedule based upon need and available resources.

*(Risk Rating: High)*

**QICO-MRO-17-03:** Assess current safety practices, ensure all items that require a regular inspection are monitored for compliance.

*(Risk Rating: Elevated)*