



Internal Review Summary

June 2017

Metrorail Supervisor Daily Activities QICO's Internal Review Results:

Further enhancing RTRA's reporting and corrective action processes will improve accountability and ensure sustained mission success.

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

Why QICO Performed Review:

- This internal review is intended to provide Metro senior management with an assessment of Rail Station and Train Operations (RSTO) Supervisory activities and promote the actions needed to address any systemic issues.
- QICO supports the achievement of these priorities through the performance of risk-based internal reviews targeting Metro's operations, maintenance and engineering functions.
- QICO is independent from the functions it oversees, authorized by the GM to conduct objective reviews with unrestricted access to all functions, records, assets and employees under its purview.

QICO's Methodology:

- Develop relevant review activities by identifying and assessing risks to Quality of Work, Compliance with Standards, Records Management, and Safety Requirements.
- Review Supervisory documentation, observe supervision process including Spot Checks, and interview key personnel.
- Rate findings and required actions based on severity of risk, which ranges from an 'Insignificant' to 'High' scale.

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/.

- ✓ On average, Rail Supervisors are exceeding the minimum number of daily spot checks required.
- ✓ The new Rail Supervisor initial training course incorporates well-developed modules on monitoring and check activities.
- Missing and incomplete data is consistently found in Rail Supervisor daily activity reports (RSDAR).
- Rail Supervisors do not routinely monitor Train Operator performance in Rail Yards and Maintenance Shops.
- Rail Supervisor refresher training has been developed, but not yet implemented.
- Rail Transportation Operations Support activities are not performed in a manner which effectively ensures process improvement and root cause corrective action.

Summary of Required Actions:

- **QICO-RTRA-17-01:** Evaluate Rail Supervisor Daily Activity Report (RSDAR) application to identify opportunities to enhance data quality and validity.
(Risk Rating: Moderate)
- **QICO-RTRA-17-02:** Determine the appropriate reporting structure to ensure certification and oversight functions are run independent of the department performing the work.
(Risk Rating: Moderate)
- **QICO-RTRA-17-03:** Implement Rail Supervisor refresher training, establish a training schedule and develop requirements for retraining that accounts for operational needs and manpower availability.
(Risk Rating: Moderate)