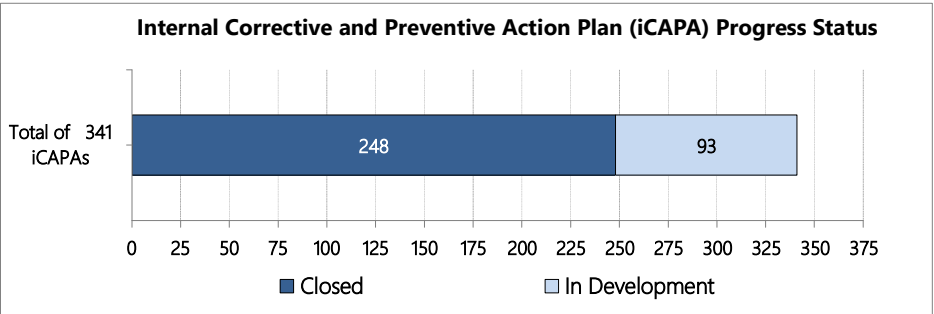




Risk Rating	Description	Number of iCAPAs
<div></div>	High - Reasonable assumption that this will occur & will cause a failure of the business process to meet its objectives or cause objective failure in other activities	29
<div></div>	Elevated - Reasonable assumption that this risk will likely occur & likely to cause a failure of the business process to meet a significant part of its objectives	105
<div></div>	Moderate - Reasonable assumption that this risk may occur & may cause a failure of the business process to meet a significant part of its objectives	162
<div></div>	Low - Reasonable assumption that this risk will likely not occur & may cause a failure of the business process to meet part of its objectives	45
<div></div>	Insignificant - Reasonable assumption that this risk will not occur and unlikely to cause the activity to fail to meet part of its objective	0



Metro Actionable Item Status					
<div></div>	Closed	<div></div>	Under Review	<div></div>	In Development
iCAPA Status Index					
O	Open	O / PD	Open Past Due	C	Closed

Quality Internal Review - Transit Operations Progress Status

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Quality Internal Review - Transit Operations					1353	1058	
2017 Quality Internal Review iCAPAs							
Areas of Focus: Maintenance & Engineering							
Metrorail Structural Inspections					27	27	<div>100%<div></div><div>0%20%40%60%80%100%</div></div>
QICO-SIM-17-01	<p>WMATA must develop a comprehensive strategy to address the major structural deficiencies.</p> <ul style="list-style-type: none">Developed a new integrated lifecycle asset management and capital program.Provided quarterly progress report for station platform reconstruction; including scope schedule and budget.Drafted contract documentation for gaining resource(s) to support development of a materials management process.Disposed of all expired materials from TRST-Structures storage areas.Developed a business plan and implemented processes based on industry standards and agency objectives for materials.Drafted contract documentation for gaining resource(s) to support development of a materials management process.Produced a scope of work for implementation.QICO evaluated items submitted to confirm that the required actions have been resolved.	<div></div>	January 2018	C	7	7	<div>100%<div></div><div>0%20%40%60%80%100%</div></div>
QICO-SIM-17-02	<p>Establish formal processes to ensure that critical inspections are completed according to schedule</p> <ul style="list-style-type: none">Finalized SOP and developed training for all inspection staff.Trained employees on new procedures.Established feasibility in using Maximo for inspection process for maintenance measures.Drafted contract documentation to support Maximo transitioning effort.Produced a project plan for implementation including scope of work, project schedule.	<div></div>	February 2018	C	6	6	<div>100%<div></div><div>0%20%40%60%80%100%</div></div>
QICO-SIM-17-03	<p>Institute corrective measures and management controls to eliminate deficiencies in inspection reporting</p> <ul style="list-style-type: none">Established feasibility in using Maximo for inspection process to maintenance measures.Established needs to support Maximo transition effort.Produced a project implementation plan that includes scope and schedule.	<div></div>	January 2018	C	5	5	<div>100%<div></div><div>0%20%40%60%80%100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-SIM-17-04	<p>Establish and implement written requirements to govern the capture, completion, quality control, and engineering review of inspection reports.</p> <ul style="list-style-type: none">• Approved inspection manuals: Bridges, Parking garages, Stations.• Finalized SOP and develop training for all inspection staff.• Same as QICO-SIM-17-03 (#3).	<div></div>	January 2018	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SIM-17-05	<p>Establish formal practices for the capture of inspection defects in the enterprise asset management system</p> <ul style="list-style-type: none">• Worked with MOC to implement creation of Maximo work orders for non-structural defects.• Submitted new reporting approach to highlight work orders that are overdue.• Continued development of existing Maximo proof-of-concept for inspection reporting.	<div></div>	January 2018	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Metrorail Tunnel Ventilation System: Mechanical Subsystem Maintenance					20	20	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TVS-17-01	<p>Establish clear policies for the storage and removal of equipment in work areas, incorporating processes for interdepartmental coordination required to complete maintenance activities.</p> <ul style="list-style-type: none">• Updated Policies and Instructions 4.10/4, 4.14/3, & PLNT 3000.• Supervisor acknowledgement of P/I 4.10/4 & 4.14/3 via memorandum notice.• Development of a housekeeping bulletin for COO's signature and distribution.	<div></div>	October 2017	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TVS-17-02	<p>Establish clear definitions of training requirements for maintenance and supervisory positions, including differences in roles and responsibilities and quality control measures.</p> <ul style="list-style-type: none">• Revised SOP governing QC inspections by supervisors.• Developed a 1-day quality control course that supervisors shall attend.	<div></div>	September 2017	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TVS-17-03	<p>Complete, update, and maintain governing maintenance documents to ensure appropriate engineering controls of maintenance activities.</p> <ul style="list-style-type: none">• Revised and completed governing maintenance documents.• Retrained general equipment mechanics in Lock-Out-Tag-Out (LOTO) and provide a checklist for LOTO activities.	<div></div>	October 2017	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TVS-17-04	<p>Perform an investigation into the generation of maintenance documentation, to include the items identified by QICO. This investigation must be completed by an appropriate authority not directly responsible for completing the work being investigated.</p> <ul style="list-style-type: none">• Investigated how maintenance documentation is generated.• Implemented a management plan to address findings of the investigation.	<div></div>	October 2017	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TVS-17-05	<p>Establish document control procedures to standardize the capture and storage of maintenance documentation.</p> <ul style="list-style-type: none">• Revised governing maintenance SOP to include data quality and personnel training.• Procured mobile devices and provide training to PLNT personnel on their use.	<div></div>	January 2018	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Metrorail Traction Power Inspection & Maintenance					26	26	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TRPM-17-01	<p>Clearly define specific training requirements and periodicities for each technician grade and develop methods of capturing on-the-job training in accordance with the Maintenance Control Policy.</p> <ul style="list-style-type: none">• Worked with TRPM management to finalize a training matrix that identifies training requirements for each TRPM mechanic level.• Finalized new TRPM training curriculum that includes OJT training.• Report – New TRPM employees completed initial training on deliverable # 1.		January 2018	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TRPM-17-02	<p>Review and perform necessary revision to maintenance documentation, including the Maintenance Control Policy (MCP), and establish supervisory control to ensure compliance with updated requirements.</p> <ul style="list-style-type: none">• Created P/I standardizing log book entries in TRPM equipment rooms, documentation of P/I review, and acknowledgement by TRPM personnel.• Documented training for TRPM personnel for the implementation of the logbook P/I. Compliance review of the logbook P&I will be outlined in the logbook P&I.• Issued Task Order to Consulting firm to develop required documents. Schedule deliverables per the SOW issued.• Provided copies of Inspection Procedures (1000 series), Preventive and Corrective Maintenance Procedures (1100 series), Traction Power System Integration test and Inspection Procedures (1200 series), Traction Power Standard Operation Procedures (2000 series).• Authorized Inspection Procedures (1000 series), Preventive and Corrective Maintenance Procedures (1100 series), Traction Power System Integration test and Inspection Procedures (1200 series), Traction Power Standard Operation Procedures (2000 series).• ENGA developed PMI procedures for all new equipment and devices introduced on the Silver Line.• Developed Policy/Instruction in accordance with OAP 100-20 for standardizing supervisor quality control checks and documentation of reviews and acknowledgements.• Reviewed inspection and preventative maintenance data sheets to determine the most efficient means of linking them to work orders issued through the Maximo system for Rail Maintenance groups.• Reviewed current forms and inspection sheets and incorporated additional requirement for Maximo work order numbers to be added.• Quarterly report showing progress made closing out backlogged open work orders.• Developed Policy/Instruction to document and standardize the various Maximo review processes currently in effect and implement positive controls for date integrity.• Shared Drive access has been provided to all supervisors and area managers. All PM records are uploaded to the shared drive for management review.• Developed Policy/Instruction outlining the responsibilities of supervisors and management for the electronic submission and review of records.• Analyzed options to efficiently capture and store documentation of completed inspections/ maintenance for TRST, TRPM and ATCM.• Created two (2) separate data sheets for AC/DC room inspections (e.g. Tie Breaker substation, Traction Power substation).• Handout sign-in sheets to maintenance personnel to acknowledge the implementation of new data sheets for AC/DC room inspections (e.g. Tie Breaker substation, Traction Power substation).• Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		June 2018	C	18	18	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-TRPM-17-03	<p>Ensure new Lock-Out-Tag-Out (LOTO) procedure is formally approved for proper use in TRPM maintenance activities. The new LOTO procedure must conform to OSHA requirements under section 1910.147.</p> <ul style="list-style-type: none">Developed procedure detailing LOTO Procedure which complies with OSHA requirements under section 1910.147.TRPM re-trained all employees on LOTO procedures.	<div></div>	December 2017	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
Metrorail Track Inspections					18	18	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-TIP-17-01	<p>Implement updated training programs and improvements to inspection schedules and territories to enhance the effectiveness of inspection activities, emphasizing quality over quantity.</p> <ul style="list-style-type: none">Researched alternative technologies (RFID tags) for TGV syncing.Revised SOP 208-12 to allow inspectors to continue walks after speed restrictions.Continued developing track walker training program (FTA-16-4-T1).Removed gauge rods within TRST's 14-day window.	<div></div>	August 2018	C	6	6	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-TIP-17-02	<p>Document and implement a strategy to improve and maintain the quality of the defect database so that it can be relied upon by maintenance decision-makers.</p> <ul style="list-style-type: none">Improved the quality of recorded defects in Maximo.Established rules/procedures for storage of TGV and Optram data.Increased training of Optram for personnel.	<div></div>	January 2018	C	4	4	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-TIP-17-03	<p>Establish a process to determine the precedence and priority of track access for essential inspection activities, reinforcing safety standards for field activities.</p> <ul style="list-style-type: none">Revised SOP #30.Conducted monthly track inspection / PMI meetings between MOWE and maintenance.	<div></div>	December 2017	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-TIP-17-04	<p>Establish and update processes to better utilize the potential of the TGV, outlining requirements for engineering review of data it produces.</p> <ul style="list-style-type: none">Established standards for collected data within 60 days.Updated MOWE organizational chart.Explored automated methods (algorithms) for TGV defect data quality checks.	<div></div>	January 2018	C	5	5	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
Metrorail Vertical Transportation: Escalator Maintenance and Inspection					15	15	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-MVT-17-01	<p>Conduct an analysis of the current practices used to gather and store vertical transportation information. Create or modify methods to enhance the value and the reliability of data collected and stored.</p> <ul style="list-style-type: none">Evaluated workload and responsibilities of ELES Engineering and Maintenance teams.Developed a process to perform analysis of maintenance and service data for vertical transportation.Verification was conducted to ensure compliance of actionable items.	<div></div>	March 2018	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-MVT-17-02	<p>Establish methods for maintenance personnel to perform their work more properly, efficiently, and effectively.</p> <ul style="list-style-type: none">• Collaborated with Communications (COMM) to determine communication-based operational needs.• Enforced current Preventative Maintenance and develop new performance standards to improve work planning and execution.• Presented and discussed with ELES personnel new expectations described in #2.• Enforced existing written instructions for ELES supervision in accordance with existing calibration policies• Presented and discussed with ELES personnel new Calibration Process/Checklist.• Verification was conducted to ensure compliance of actionable items.		September 2018	C	6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MVT-17-03	<p>Establish a maintenance control program that follows ASME code A17.1 Section 8.6; including methods for capture and storage of relevant maintenance data.</p> <ul style="list-style-type: none">• Developed a draft comprehensive Maintenance Control Policy (MCP) to establish consistent methods for planning, execution, documentation, and data capture activities.• Pilot Program of MCP.• Finalized MCP.• Developed a written process for completion, review, data entry, and filing of ELES maintenance documentation.• Identified all ELES locations requiring fire extinguisher placement and developed procedures to ensure all extinguishers are periodically inspected.• Verification was conducted to ensure compliance of actionable items.		January 2019	C	6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Parts and Materials Inventory Management					32	29	91% <div><div></div></div> <div>85%90%95%100%</div>
QICO-PMIM-17-01	<p>Determine a method to implement a Material Requirement Planning (MRP) system while incorporating the fundamental industry standards which will enhance the efficiency and effectiveness of the supply chain process.</p> <ul style="list-style-type: none">• Conducted analysis of supply chain activities in accordance with industry standards to identify areas for improvement.• Developed a framework of policies to ensure consistent application of supply chain and storeroom practices.• Developed and implemented standard requirements for supply chain activities.• Established baseline methods for resource planning, clearly defining the roles of stakeholder departments.• Verification conducted to ensure compliance of actionable items.		January 2019	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PMIM-17-02	<p>Evaluate current material receiving practices and develop methods to ensure items with shelf-life limitations are identified and tracked through the supply chain system. A shelf life policy needs to be developed to ensure incoming products have adequate shelf life prior to entering into stock across the authority.</p> <ul style="list-style-type: none">• Conducted an overview to assess needs in order to implement a method to track shelf life and identified materials that have expiration dates.• Developed a method of tracking shelf life to ensure expired items do not remain in inventory.• Receive acknowledgement from stakeholders ensuring tracking of shelf life materials across the organization.• Implement the developed tracking of shelf life/expired material measures.• Confirm there is reasonable evidence to support completion of actionable items and performance measures.		August 2018	O	5	2	40% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-PMIM-17-03	<p>Identify parts and materials that require an incoming/receiving inspection for quality control purposes and define specific methods to verify key product characteristics of these items.</p> <ul style="list-style-type: none">Actionable Item 1 Parts Data Request List (Change in Scope)Actionable Item 1 Incoming Material Inspection Process (Change in Scope)Actionable Item 2 Supplied Parts Information Update Form (Change in Scope)Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2019	C	4	4	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-PMIM-17-04	<p>Establish governing documentation to define roles and responsibilities for the office of MIPN to ensure clear departmental duties across the supply chain.</p> <ul style="list-style-type: none">Approval of MIPNs organizational structure and functions from Rail AGM and COO.Established governing documentation defining roles and responsibilities and align job positions to new organizational structure.Established business and governing operating policies, SOPs, and Service Level Agreements.Ensured the communication plan includes effective information sharing of newly established policies and informed the wider community and end users.Developed internal key performance indicators to measure future performance.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2019	C	6	6	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-PMIM-17-05	<p>Establish and clarify requirements vendors must follow to ensure WMATA has clear supplier promised date and ship date used to update WMATA's data enterprise services.</p> <ul style="list-style-type: none">Hired procurement manager.Performed an overview of current procedures to identify how initial promise dates are determined.Developed/revised procedures to provide clear communication between suppliers and WMATA.Trained staff on new/revised procedures and communicate expectations to suppliers.Implemented the procedures and measure compliance as identified in action item 3.Verification conducted to ensure compliance of actionable items.	<div></div>	April 2018	C	6	6	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-PMIM-17-06	<p>Procurement must identify and evaluate PR's that have been aging greater than 30 days in order to maximize efficiency and eliminate the continuing growth of the PR backlog.</p> <ul style="list-style-type: none">Identified steps, systems, positions, and timeframe each Purchasing Requisition touches before delivered to Purchasing Agent for Sourcing Action.Identified all steps a Purchasing Agent must take to move a Purchase Action from Requisition to Award Stage.Analyzed the processes in actionable item 1 and 2 to identify areas of improvement and develop an implementation plan.Trained/re-trained Purchasing Agents on changed/improved processes as identified in actionable item 3.Developed and implement a plan based on actionable items 1 through 3 to make changes to reduce or eliminate the need to manually modify Purchasing Requisitions.Verification conducted to ensure compliance of actionable items.	<div></div>	May 2018	C	6	6	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Metrorail Automatic Train Control Inspection & Maintenance					21	21	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ATC-17-01	<p>Establish clear training requirements for each mechanic grade, including periodicity, and develop methods of capturing on-the-job training in accordance with ATCM's Maintenance Control Policy. Develop training plan to comply with updated requirements.</p> <ul style="list-style-type: none">• Worked with ATCM management to finalize training matrix that identifies training requirements for each ATC mechanic levels.• OPMS and ATCM reviewed and documented the on-the-job training requirements.• Issued an ATCM Policy and Instruction detailing the on-the-job-training requirements and training matrix.	<div></div>	November 2017	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ATC-17-02	<p>Review and perform necessary revision to maintenance documentation, including the Maintenance Control Policy (MCP), and establish supervisory updated requirements.</p> <ul style="list-style-type: none">• Screenshots of SharePoint and training instructions.• Memorandum notice that the new ATCM SharePoint is an additional tool for shift turnover communication between shifts.• Revised current written instructions on how to create a detailed account of work performed on corrective maintenance work orders in Maximo.• Procedures for quality control/compliance spot checks (level 1), spot checks of Supervisor's work (level 2) including reviewing data sheets and work orders.• Provided copies of completed quality control spot check Preventative Maintenance's (PMs).• Reviewed inspection and preventative maintenance data sheets to determine the most efficient means of linking them to work orders issued through the Maximo system for Rail Maintenance groups.• Established a policy to implement the results of data sheet analysis.• Drafted copy of system configuration management plan instructions and procedures (ATC 4000) manual - Language was included to require datasheet revision levels to be entered on all ATC procedures.• Approved copy of System configuration management Plan instructions and procedures (ATC 4000) manual - Language will be included to require datasheet revision levels to be entered on all ATC procedures.• Quarterly updates on the progress made closing out backlogged open work orders.• Analyzed options to efficiently capture and store documentation of completed inspections/maintenance for TRST, TRPM and ATCM.	<div></div>	April 2018	C	15	15	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ATC-17-03	<p>Develop a process to determine which groups receive precedence or priority for track access maximize time available to complete critical maintenance/inspection activities.</p> <ul style="list-style-type: none">• Monthly meetings included a review of ongoing track inspection and PMI activities to determine the needs of maintenance and inspection groups and establish prioritization for ROW access.	<div></div>	November 2017	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Metrorail Car Track Equipment Maintenance					20	20	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CTE-17-01	<p>To ensure consistent and reliable work results, develop formal instructions to outline CTEM processes, including requirements for equipment modification, designating roles and responsibilities, manpower analysis, and for establishing quality control plans to ensure consistent application.</p> <ul style="list-style-type: none">•Conducted a staffing analysis to determine CTEM needs for engineering support.•Developed a quality control (QC) procedure for CTEM processes.•Developed CTEM SOPs for Maximo and Engineering Review.•Presented and discuss new SOPs with CTEM personnel, including employee signature acknowledgement.	<div></div>	January 2018	C	8	8	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CTE-17-02	<p>Improve the communication of defects and efficiency of troubleshooting/repair, coordinate with customer maintenance groups (ATCM, TRST, and PLNT) to develop written procedures for reporting equipment failure, making necessary revisions to repair logs to include description fields.</p> <ul style="list-style-type: none">•Updated SOP 1.01 for reporting equipment failures to CTEM.•Generated a bulletin for all maintenance groups within Rail Services, to communicate updated requirements for SOP 1.01.•Updated small equipment repair log book.•Presented and discussed new SOP with CTEM personnel, including employee signature acknowledgement.	<div></div>	February 2018	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CTE-17-03	<p>Provide a safe environment for work in CTEM shop areas, develop formal methods to ensure that all tools, equipment and documentation are accessible, up-to-date and in compliance with applicable inspection and calibration requirements.</p> <ul style="list-style-type: none">•Revised Monthly 12 Point Inspection requirements for CTEM spaces.•Completed monthly 12 Point Inspection Reports•Performed an evaluation of eyewash station locations and implement solutions.	<div></div>	April 2018	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CTE-17-04	<p>Develop tracking mechanisms to ensure materials and components with shelf life limitations or other expirations are used or replaced appropriately.</p> <ul style="list-style-type: none">•Provided on the job training (OJT) on SOP 1.08.•Completed shelf life inspection checklists, developed as part of SOP 1.08.	<div></div>	November 2017	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Post-Safetrack Assessment - Next Level Maintenance Requirements					16	16	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-STP-17-01	<p>To promote the effective execution of future maintenance initiatives, establish or revise policy to indicate the minimum requirements for program documentation (plan, scope, schedule, etc.) and control mechanisms (change management), including development and approval timelines.</p> <ul style="list-style-type: none">Defined the plan and scope of documentation required to initiate a new maintenance program.Developed SOP to establish accurate and timely asset condition information and development for MOWE assets.Developed SOP to establish maintenance thresholds and communications between MOWE, TRST, and TRPM.Created SOP for Change Management process for internal stakeholders for which changes affect.Created SOPs for program changes and changes in scope requiring additional support for other offices, including a template for when additional track time is needed beyond initial estimates.Established procedure for closed loop solution at weekly MOWE work planning group meetings.Verification was conducted to ensure compliance of actionable items.		July 2018	C	7	7	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-STP-17-02	<p>To improve the integrity of maintenance records, establish uniform requirements for the use of Maximo in the documentation of work activities, including applicable nomenclature and data fields for traceability.</p> <ul style="list-style-type: none">Issued task order utilizing existing IT contract and hire additional Business Analysts to support RCMP.Developed a consistent process and consistent fields for Maximo incidents for TRST, TRPM, and ACTM to assist in maintenance planning efforts.Verification was conducted to ensure compliance of actionable items.		May 2018	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-STP-17-03	<p>To improve the quality and execution of future maintenance initiatives, establish form quality control measures for use in corrective maintenance and rehabilitation activities that ensure identification and remediation of deficiencies prior to returning assets to passenger service.</p> <ul style="list-style-type: none">Updated Maintenance Control Policy for ATCM, TRST, and TRPM to reference different methods used in preventative and corrective maintenance activities.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		January 2018	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Metrorail Major Repair & Overhaul Processes					17	17	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MRO-17-01	<p>Evaluate processes for handling, storing, and identifying the status of parts and materials, implement improvements to improve availability and reliability of parts and materials.</p> <ul style="list-style-type: none">Established SOP(s) for identification and storing of parts in the overhaul process.Presented and discussed with MRO personnel new SOP(s) in toolbox meetings.		March 2018	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MRO-17-02	<p>Review the priority for each component requiring a repair procedure, develop a schedule based upon need and available resources.</p> <ul style="list-style-type: none">Developed a written process flow for implementation.Developed a complete list of components that require a rebuild or overhaul procedure and establish a schedule for development.Developed repair and overhaul procedures.		January 2019	C	6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-MRO-17-03	<p>Assess current safety practices, ensure all items that require a regular inspection are monitored for compliance.</p> <ul style="list-style-type: none"> Reviewed existing processes and developed new procedures for equipment use. Developed and conduct training for employees on procedures and required PPE for use of overhead and jib cranes. Developed a criteria and checklist for inspection of first aid kits. Ensure first aid kits meet OSHA requirements. Developed inventory list for assigned kits. 		May 2018	C	8	8	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>
Metrorail Fire and Life Safety: Fire suppression, Inspection and Testing					6	6	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>
QICO-FLS-17-01	<p>Establish governing documentation to define the roles, responsibilities, and processes to ensure clear departmental ownership and obligations for ITM of all WMATA FPS's.</p> <ul style="list-style-type: none"> Developed a comprehensive FPS ITM program to ensure compliance with regulatory requirements. Ensured the communication plan includes effective information sharing of organizational policies in adoption of new policy. Verification conducted to ensure compliance of actionable items. 		November 2018	C	3	3	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>
QICO-FLS-17-02	<p>Conduct an evaluation of current maintenance practices, including maintenance records and material storage, and establish methods to ensure requirements are clearly defined and adhered to.</p> <ul style="list-style-type: none"> Modified existing fire extinguisher checklist to ensure proper inspection. Revised existing checklists to create system specific checklist appropriate to codes and standards. Verification conducted to ensure compliance of actionable items. 		June 2018	C	3	3	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>
Metrobus Revenue Collection Equipment Maintenance					14	14	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>
QICO-FBO-17-01	<p>Develop formal approved procedures for BMNT practices, including standards for MAXIMO data entry, engineering modification instructions, refurbished parts requalification, and develop a quality control plan to promote consistent application of corrective and preventative maintenance.</p> <ul style="list-style-type: none"> Developed SOP to accurately track, capture and analyze work order data and outline roles and responsibilities for quality control checks. Developed training to support the utilization of the MAXIMO system by BMNT staff. Developed a quality control process. Reviewed current established modification process to determine which process is most suitable for Bus Farebox Depot Level Maintenance Modifications. Confirmed there was reasonable evidence to support completion of actionable items and performance measures. 		January 2019	C	7	7	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>
QICO-FBO-17-02	<p>Develop a comprehensive training program specific to the revenue collection equipment technicians, covering both class room and on the job training (OJT).</p> <ul style="list-style-type: none"> Developed training specific to revenue collecting equipment technicians covering both class room and OJT. Scheduled and enroll technicians for class room training and OJT. Confirmed there was reasonable evidence to support completion of actionable items and performance measures. 		January 2019	C	3	3	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-FBO-17-03	<p>Develop and consistently measure performance indicators that reflect the actual performance of BMNT shop activities and drives improvement.</p> <ul style="list-style-type: none">•Developed KPI reports to improve efficiency.•Provided weekly and monthly reports with stakeholders to improve efficiency and drive performance.•Maintained reports to consistently measure for constant improvements.•Verification was conducted to ensure compliance of actionable items.		January 2019	C	4	4	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
Area of Focus: Service Delivery							
Metrorail Train Operator Activities					6	4	67% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-TOR-17-01	<p>Conduct a comprehensive review and update of the current supervisory spot-check program for Rail Transportation (RTRA) to ensure it encompasses the totality of Train Operator duties and responsibilities, takes into account appropriate sampling and frequency of spot-checks, effectively captures non-compliance with requirements, and tracks remedial actions through validation and closure.</p> <ul style="list-style-type: none">•Provided RTRA Supervisor Spot Check Program SOP (RSDAR SOP).•Created a procedure for corrective measures of deficiencies found by supervisors.•Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		May 2018	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-TOR-17-02	<p>Conduct a comprehensive review and update of troubleshooting guides, procedural checklists and job aids to ensure they provide adequate guidance for current equipment and operational conditions, including appropriate oversight activities being performed.</p> <ul style="list-style-type: none">•Developed updated troubleshooting guides, procedural checklists and job aids for new 7k series trains equipment.•Reviewed MSRPH to ensure it accurately reflects current equipment.•Confirm there is reasonable evidence to support completion of actionable items and performance measures.		November 2018	O/PD	3	1	33% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
Metrorail Station Manager Activities					14	14	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-RSM-17-01	<p>Reinforce requirements for entries in station logs and checklists, ensure all station kiosks have the documentation required, establish methods to ensure this documentation is updated when revisions are issued, and conduct quality control spot-checks to ensure compliance.</p> <ul style="list-style-type: none">•Conducted station log book stakeholder meetings.•Issued a RTRA Operations Personnel Notice (ROPN) to reinforce SSOP #38.•Produced Station CCTV Upgrade construction schedule for station kiosks.•Updated the Rail Supervisor's Monthly Station Inspection to incorporate the MSRPH and MSSOPH availability in kiosks.•Developed a Standard Operating Procedure (SOP) for Rail Station Supply Runners to ensure the most up-to-date document versions are available at each location.		April 2018	C	7	7	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-RSM-17-02	<p>Ensure all appropriate supplies are available to station managers in the case of an emergency, conduct quality supervisory checks to verify compliance with requirements for Emergency Cabinet inventory and securement as specified in SSOP #55.</p> <ul style="list-style-type: none">• Revised Station Condition Checklist to ensure emergency cabinets are checked on a designated frequency.• Updated the Rail Supervisor’s Monthly Station Inspection to incorporate the Station Emergency Cabinet inspection.• Conducted audits of station emergency cabinets to verify compliance with inspection requirements.	<div></div>	January 2018	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RSM-17-03	<p>Improve the application of inspection and testing by station managers, evaluate the inclusion of SOP references within the Station Condition Checklist to ensure all inspection and testing requirements are clearly outlined.</p> <ul style="list-style-type: none">• Issued a RTRA Operations Personnel Notice (ROPN) to reinforce SSOP #41.• Updated the Rail Supervisor Daily Activity Report (RSDAR) application.	<div></div>	November 2017	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Metrorail Supervisor Daily Activities					9	9	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RTRA-17-01	<p>Evaluate RSDAR application to identify opportunities to enhance data quality and validity.</p> <ul style="list-style-type: none">• Conducted a review of data provided during the audit to identify discrepancies, and determine root-cause.• Identified discrepancies in the RSDAR application and perform appropriate remediation and testing.	<div></div>	October 2017	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RTRA-17-02	<p>Determine the appropriate reporting structure to ensure certification and oversight functions are run independent of the department performing the work.</p> <ul style="list-style-type: none">• Re-wrote the RTRA QA/QC Officer job description to focus on operational quality control, compliance auditing, and certification of front-line employees.• Produced evidence of quality control activities.	<div></div>	January 2018	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RTRA-17-03	<p>Implement Rail Supervisor refresher training, establish a training schedule and develop requirements for retraining that accounts for operational needs and manpower availability.</p> <ul style="list-style-type: none">• Defined the rail supervisor refresher training requirements.• Produced a schedule for training in-line with operational constraints.	<div></div>	February 2019	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Rail Operations Controllers Activities					10	9	90% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ROC-17-01	<p>Introduce a process to continuously follow-up on the corrective actions driven by ROCC Quality Control Checklists to ensure ROCC controller performance is maintained and remedial actions are undertaken, including steps to ensure 100% compliance with Permanent Order T-16-10.</p> <ul style="list-style-type: none">Monitored ROCC Controller performance, issue remedial actions and track progress through closure.Tracked and documented nonconformance and subsequent remedial actions, showing status of actions through closure.	<div></div>	January 2018	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ROC-17-02	<p>Evaluate the practicality of Permanent Order T-16-10 as currently written, with regards to acknowledgement of blanket announcements for speed restrictions, and implement a solution that is effective and sustainable.</p> <ul style="list-style-type: none">Reviewed requirements set under Permanent Order T-16-10.Issued clarification or revision of the Permanent Order based on review.	<div></div>	July 2023	O/PD	3	2	67% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ROC-17-03	<p>ROCC establish methods to adhere to SOP #1A, 1A.5.1.3.5, during roadway incidents. This should include any interdepartmental coordination that may be required to ensure accurate accounting of personnel during incidents.</p> <ul style="list-style-type: none">Evaluated current ROCC practices during incidents with regards to logging personnel.Implemented a strategy to effectively monitor and log key personnel during incidents.	<div></div>	December 2017	C	4	4	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
Rail Station ADA Compliance Assessment					7	7	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ADA-17-01	<p>Develop and implement a process to measure the performance and availability of ADA related communications equipment, as required by the Policy Instruction, to ensure compliance and improve maintenance practices.</p> <ul style="list-style-type: none">Developed ADA equipment and associated performance standards in accordance with Policy Instruction 16.1/1, section 5.09.Created and analyze equipment report for Passenger Information Display Signs (PIDS), Intercom System and Public Address System.Verification was conducted to ensure compliance of actionable items.	<div></div>	March 2018	C	4	4	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-ADA-17-02	<p>Reinforce locations of Areas of Refuge (AOR) with Station Mangers, through training and visual indication inside the kiosks, to ensure timely response and customer guidance in the case of an emergency.</p> <ul style="list-style-type: none">•Reinstructed Station Managers and Rail Operations Supervisors on Permanent Order T-17-07 - Procedures for Areas of Refuge (AOR).•Placed kiosk notices with AORs for Station Manger use.•Verification conducted to ensure compliance of actionable items.	<div></div>	February 2018	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Area of Focus: Capital Programs							
System-wide Capital Program Management					21	21	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CPM-17-01	<p>Establish a framework of roles, responsibilities and processes for capital programming, including the departments of Capital Planning & Program Management, Chief Operating Officer, Chief Financial Officer, and Internal Business Operations, to ensure that the scopes of projects are performance driven and align with WMATA's strategic objectives.</p> <ul style="list-style-type: none">•Included in the policy an approach to gather requirements for asset conditions and create frequency to update conditions.•Identified the condition of key assets to be reviewed and determined associated performance targets.•Created a prioritized capital program plan to establish performance targets beginning in FY2020.•Identified the process to ensure monitoring and reporting of key assets and performance indicators are being impacted by ongoing capital investments.•Ensured the communication plan includes effective information sharing of newly established polices to include outreach to all corporate partners and communicate to wider WMATA community and users.•Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	November 2019	C	6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CPM-17-02	<p>Standardize the definition of project budget and schedule requirements and define methods to measure project performance in accordance with these requirements.</p> <ul style="list-style-type: none">•Identified a standard to identify project budgets, and review with corporate partners.•Identified a standard to establish a project schedule with standardized milestones, and review with corporate partners.•Identified the processes to evaluate the performance of projects to track budget and schedule. Reviewed standard with corporate partners.•Established a communication plan to ensure effective information sharing of newly established policies to include outreach to corporate partners, the WMATA community, and end users.•Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	December 2021	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-CPM-17-03	<p>Establish standardized project reporting requirements and format, reflecting the different elements of project management, and define methods to measure project performance in accordance with these requirements.</p> <ul style="list-style-type: none">Identified the required elements to be included in an agency-wide capital project report, and a standard for reporting frequency.Identified requirements for project reporting, roles of the departments of Chief Operating Officer (COO), Chief Financial Officer (CFO), and Internal Business Operations (IBOP), including quality control and assurance.Developed an electronic reporting tool to collect and store report data.Developed training curriculum on project reporting requirements and the reporting tool.Ensured the communication plan includes effective information sharing of newly established polices to include outreach to all corporate partners and communicate to wider WMATA community and users.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		November 2021	C	6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CPM-17-04	<p>Establish clear requirements for project proposal, consideration, authorization and appropriation across the authority and define methods to ensure projects meet a minimum criteria prior to authorization.</p> <ul style="list-style-type: none">Developed a Capital Program Delivery Playbook to establish procedures and processes for planning, initiation, implementation, delivery, and monitoring of capital projects.Developed a policy to indicate the roles of the departments of COO, CFO, IBOP, and CPPM in the capital program.Ensured the communication plan includes effective information sharing of newly established polices to include outreach to all corporate partners and communicate to wider WMATA community and users.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		May 2022	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Radio Infrastructure Replacement Program					17	17	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RIRP-17-01	<p>Establish consistency between the Project Specific Quality Management Plan (PSQMP) and WMATA's new Quality Management System Plan (QMSP) and ensure clearly defined personnel responsibilities and document control measures are included.</p> <ul style="list-style-type: none">Created a document identifying and defining project management personnel's responsibilities.Established a communication plan to ensure effective delivery of information to project staff and affected stakeholders.Created a succession plan for key management positions.Reviewed and updated current PSQMP in accordance with WMATA's new document controls and defined personnel roles.Verification was conducted to ensure compliance of actionable items.		March 2018	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-RIRP-17-02	<p>Establish requirements to secure approval of Issued For Construction (IFC) plan and have plans certified prior to installation of equipment on the railroad.</p> <ul style="list-style-type: none">Reviewed WMATA's manual of design criteria to confirm procedures are being followed for the development of construction drawings.Created project specific controls for development and issuance of approved design packages.Updated PSQMP with newly established controls.Conducted monthly meetings between ENGA and IRPG to review all construction activities in accordance with design package content for project duration.Verification was conducted to ensure compliance of actionable items.		July 2018	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RIRP-17-03	<p>Define uniform inspection and acceptance requirements for radio and cellular system assets and develop methods to measure asset condition in accordance with these requirements.</p> <ul style="list-style-type: none">Defined a standardized inspection checklist and incorporate it into PSQMP.Defined roles and responsibilities of key stakeholders and develop procedures for completion of Substantial Completion Inspections (SCIs).Performed a detailed review of acceptance criteria to ensure all additional are incorporated into PSQMP on a quarterly basis.Modified IDR to give more detailed assessment of work performed in the field.Notified construction inspectors with written directive of IDR form modification. Identify new procedure for review and provide requirement for report template usage.Provided inspectors with training on requirements of new forms and expectations of process.Verification conducted to ensure compliance of actionable items.		May 2018	C	7	7	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Metrorail Power Systems Upgrade Program					4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PSUP-17-01	<p>Standardize requirements for project inspection reports, including frequency and content, and define methods to measure project performance in accordance with these requirements.</p> <ul style="list-style-type: none">Established a report form for WMATA Inspector Daily Records (IDRs) to identify the new procedure for review and time for report template use.Established responsibilities for reviewing WMATA IDRs to ensure reports are complete and stored accurately.Provided Inspectors with training on the requirements of the new form and expectations of the new process.Verification was conducted to ensure compliance of actionable items.		January 2018	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Metrorail Vehicle Engineering Capital Improvement Program					3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CRP-17-01	<p>Establish a requirement to develop a standardized comprehensive Quality Management Plan (QMP) and Project Master Schedule prior to project implementation to ensure the quality and timeliness of work being performed.</p> <ul style="list-style-type: none">Developed a project class matrix table to provide a method of selection for projects based on complexity, risk, and cost.Developed a CIP Project Specific Statement of Work SOW template for use by Project Managers and Engineers.Verification was conducted to ensure compliance of actionable items.		April 2018	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
7000-Series Railcar Acquisition Project					9	9	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-7K-17-01	<p>Establish policies and procedures regarding Train-To-Wayside-Data-Transfer (TWDT).</p> <ul style="list-style-type: none">Established a 7000-series railcar TWDT, and included automatic wireless downloading of mileage and faults at WMATA rail yards.Established detailed 7000-series railcar policies and procedures for TWDT.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	January 2019	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-7K-17-02	<p>Establish a comprehensive strategy for training of maintenance technicians and engineers - one that includes training on the use of on-board vehicle diagnostics and on-the-job training (OJT) from Kawasaki.</p> <ul style="list-style-type: none">Executed contract modification for new training for WMATA vehicle engineers and maintenance personnel.Investigated the need for specialized technicians for 7000-series on-board train networks.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	January 2019	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-7K-17-03	<p>Establish a process to ensure spare parts are available in sufficient quantities for the 7000-series railcar fleet, for everything that is in warranty or not covered by warranty. In addition, in future railcar acquisitions, consider including capital spares for each of the options.</p> <ul style="list-style-type: none">Finalized the Illustrated Parts Catalogue (IPC) / Spare Parts List.Tracked and presented lessons learned regarding deficiencies in spare parts contract and management to the 8000-series project before it goes to bid in 2018.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	June 2018	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
2018 Quality Internal Review iCAPAs							
Areas of Focus: Engineering and Maintenance							
Metrobus Maintenance & Engineering					25	25	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-BME-18-01	<p>Incorporate a sustainable maintenance plan to monitor the condition and safety of all bus maintenance equipment.</p> <ul style="list-style-type: none">Revised facility issue reporting procedure and distribute staff notice.Reviewed equipment requiring repair or calibration and take necessary action.Implemented an annual inspection plan for jib cranes.Submitted updated safety training curriculum.WMATA evaluated action items to confirm that the required actions have been addressed.	<div></div>	January 2019	C	5	5	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-BME-18-02	<p>Identify opportunities to update requirements for data entry, parts identification, storage, equipment testing, and calibration; and develop, train on, and implement a standardized procedure for asset management system data validation.</p> <ul style="list-style-type: none">Developed procedure for asset management system work order data entry and management.Established quality management program that will monitor asset management system work order data and direct corrective actions.Conducted a staffing analysis to determine Office of Bus Maintenance’s need for a quality control manager.Trained appropriate bus maintenance personnel on new procedure.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		April 2019	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BME-18-03	<p>Identify opportunities to update requirements for data entry, parts identification, storage, equipment testing; and develop procedure for parts and materials identification traceability, requalification, handling, and storage on the shop floor.</p> <ul style="list-style-type: none">Created new procedure and train maintenance personnel regarding requirements for parts and materials identification and traceability, requalification, handling and storage on shop floor.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		November 2018	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BME-18-04	<p>Identify opportunities to update requirements for data entry, parts identification, storage, equipment testing; and develop procedures for tools and bench testing equipment including calibration management, labelling and identification, appropriate storage and periodic reviews.</p> <ul style="list-style-type: none">Updated procedure to include requirements of calibration test labels; and submit revised procedure to include requirements to store tools and equipment to their designated areas.WMATA evaluated action items to confirm that the required actions have been addressed.		August 2018	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BME-18-05	<p>Identify opportunities to update requirements for data entry, parts identification, storage, equipment testing; and develop a quality control plan for corrective and preventative maintenance to promote consistent application of work and promote compliance and adherence to maintenance practices and procedures.</p> <ul style="list-style-type: none">Developed procedure for monthly 5 percent engine compartment inspections.Established quality management program that will monitor asset management system work order data and direct corrective action; and conduct an analysis to determine Office of Bus Maintenance’s need for a quality control manager.Trained supervisors responsible for 5 percent engine compartment inspection and asset management system work order closure.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		January 2019	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-BME-18-06	<p>Revise procedures for diagnostic equipment to include software expiration, hardware, condition, and equipment assignment.</p> <ul style="list-style-type: none">• Evaluated existing diagnostic hardware, and alternative software license purchasing process.• Developed a software expiration tracking procedure.• WMATA evaluated action items to confirm that the required actions have been addressed.		September 2018	C	4	4	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
Metrobus Parts & Material Inventory Management					8	8	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-BMI-18-01	<p>Identify opportunities to implement sustainable methods for reducing inventory inaccuracies and lead time variances.</p> <ul style="list-style-type: none">• Developed and implemented procedures for reducing inventory inaccuracies and lead time variances; track/maintain compliance with the procedures; and train maintenance personnel on maintaining inventory accuracy.• WMATA evaluated action items to confirm that the required actions have been addressed.		June 2019	C	4	4	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-BMI-18-02	<p>Incorporate a process to assure discrepant material cannot be mistaken for approved material.</p> <ul style="list-style-type: none">• Developed and implement an approach plan process to assure the discrepant material is not mistaken for approved material.• Developed and distributed procedure providing direction on how and where to store non-compliant material.• Implemented material storage procedure and tracked compliance.• Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		April 2019	C	4	4	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
Metrorail Vehicle Maintenance & Engineering					27	27	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-RCM-18-01	<p>Perform safety and equipment certification at all facilities. Implement methods to maintain safety critical items. Assess the safety compliance and state of the different facilities and take immediate correction actions. Develop a sustainable preventive program to internally monitor and maintain the safety condition of the facilities.</p> <ul style="list-style-type: none">• Conducted weekly spot checks of high voltage gloves inspection logs.• Conducted annual reviews of the Lock Out/ Tag Out log book and protocol.• Conducted monthly inspections on the Monthly Shop Safety & Health Inspection Checklist.• WMATA evaluated action items to confirm that the required actions have been addressed.		September 2018	C	5	5	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-RCM-18-02	<p>Perform safety and equipment certification at all facilities. Implement methods to maintain safety critical items. Assess the certification status of all lifting devices and accessories and implement immediate corrective actions. Review the current inspection and certification procedures and update them accordingly to achieve a robust process, including effective visualization of the status of all covered equipment.</p> <ul style="list-style-type: none">• Conducted monthly spot checks to verify weight certifications are on file for each device in use.• Conducted monthly spot checks to verify maximum load, asset and serial numbers are attached to each device; monthly inspections are being documented in asset management system for each device; and lifting device attachments have prover load weight certification on file.• Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		November 2018	C	5	5	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-RCM-18-03	<p>Establish shop metrics to improve maintenance performance and asset management system data collection; and as part of the planned implementation of the latest revision of the asset management system, establish detailed requirements for data entry and validation, and establish detailed criteria for Quality Control Plan (QCP) pertaining to preventative and corrective maintenance asset management system work order completion and closure.</p> <ul style="list-style-type: none"> Conducted weekly checks to verify Supervisors are reviewing deferred work orders for workability. Conducted weekly spot checks to verify PI Supervisors are reviewing deferred work orders for workability, and parts are properly tagged. Confirmed there was reasonable evidence to support completion of actionable items and performance measures. 		October 2018	C	3	3	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>
QICO-RCM-18-04	<p>Update and enforce established procedures to improve work quality and parts management; and comply with the requirements established in the Office of Rail Car Maintenance procedure.</p> <ul style="list-style-type: none"> Performed and documented audits per procedure; and reviewed and documented all direct reports’ audit per month to assess their proficiency. Performed reviews required per procedure and documented their results on a spreadsheet. WMATA evaluated action items to confirm that the required actions have been addressed. 		September 2018	C	4	4	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>
QICO-RCM-18-05	<p>Establish procedures to identify, tag, and organize parts stored on the shop floor as well as housekeeping and workplace organization including implementation and periodic reviews; comply with the requirements prescribed in Office of Car Maintenance Standard Operating Procedure (SOP) 1.08, Shelf Life Management; and establish procedures to identify, tag, and organize parts stored on the shop floor as well as housekeeping and workplace organization including implementation and periodic reviews.</p> <ul style="list-style-type: none"> Performed quality shelf life checks of products. Conducted weekly spot checks to verify parts on the shop floor are properly tagged. WMATA evaluated action items to confirm that the required actions have been addressed. 		February 2019	C	3	3	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>
QICO-RCM-18-06	<p>Establish shop specific metrics to improve maintenance and asset management system data collection; and establish shop specific metrics and indicators that reflects the actual work being done within the shops and utilize them within sound management routines to drive improvement.</p> <ul style="list-style-type: none"> Established key performance indicators (KPIs) for each shop. WMATA evaluated action items to confirm that the required actions have been addressed. 		December 2018	C	2	2	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>
QICO-RCM-18-07	<p>Establish shop specific metrics to improve maintenance performance and data collection, and establish detailed requirements for data entry and validation.</p> <ul style="list-style-type: none"> Provided a report indicating the number of open EMI and ETP work orders. Created a procedure governing the lifecycle of EMI and ETP work orders. WMATA evaluated action items to confirm that the required actions have been addressed. 		August 2019	C	4	4	100% <div> <div></div> <div>0%20%40%60%80%100%</div> </div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Elevator and Escalator Services					16	16	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ELES-18-01	<p>Identify opportunities to update the methodology for managing certification of all assets; include methods to ensure documentation is readily available on the System Asset Map.</p> <ul style="list-style-type: none">Revised procedure to include annual inspection of assets in the asset management system.Revised monthly preventative maintenance checklist.Developed and implemented a plan to address the backlog of safety work orders and inspection compliance with procedure.WMATA evaluated action items to confirm that the required actions have been addressed.		May 2019	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ELES-18-02	<p>Identify opportunities to implement established safety procedures that mitigate job hazards.</p> <ul style="list-style-type: none">Updated Lock Out/TagOut (LOTO) procedure.Installed LOTO station at every rail station.Reinforced materials storage policy through internal meetings.Created housekeeping checklist to be posted at all non-public locations containing Office of Elevator and Escalator Services materials.WMATA evaluated action items to confirm that the required actions have been addressed.		August 2018	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ELES-18-03	<p>Review and update the maintenance control policy to reinforce established procedures, assure accurate management and availability of records.</p> <ul style="list-style-type: none">Revised hydraulic elevator policy.Updated the elevator control procedure.Completed kiosk logbooks with maintenance and repair information.WMATA evaluated action items to confirm that the required actions have been addressed.		February 2019	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ELES-18-04	<p>Verify Franconia-Springfield garage elevators programmable logic controllers meet capital improvement project acceptance measures and confirming all WMATA requirements are met.</p> <ul style="list-style-type: none">Established proper programmable logic controller (PLC) reporting functions.Confirmed PLC properly reports faults with a date and timestamp.WMATA evaluated action items to confirm that the required actions have been addressed.		October 2018	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Metrorail Automatic Fare Collection (AFC) Inspection & Maintenance					6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-AFCS-18-01	<p>Review and update maintenance control policy in accordance with current business practices: reflecting improved quality control standards, consistent maintenance practices, and accurate asset reliability reporting.</p> <ul style="list-style-type: none">Developed preventative maintenance procedures for all Automatic Fare Collection (AFCS) assets and distribute staff notice; eliminate “Out of Service” and “Won’t Go/Stay in Service” asset management system work order problem codes; and develop a quality control plan that addresses revision and review of checklists.Reviewed and revised policy to define roles and responsibilities of AFCS personnel.Communicated the requirements for asset management system work order problem code entries.WMATA evaluated action items to confirm that the required actions have been addressed.		January 2019	C	6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Storeroom Truck Inventory					10	10	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TRUC-19-01	<p>Develop a Standard Operating Procedure for all SCMF storeroom transfer activities to include: roles and responsibilities, Maximo material transfer steps, physical transfer steps, truck driver acknowledgement, records and quality control.</p> <ul style="list-style-type: none">Submitted meeting agenda/minutes for former SOP Storeroom Material Management assessment.Submitted new Material Management SOP.Submitted evidence of Material Management SOP implementation.Submitted three consecutive monthly storeroom inspection records.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	October 2019	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TRUC-19-02	<p>Develop a Standard Operating Procedure that defines the process of inventory discrepancies across all SCMF storerooms.</p> <ul style="list-style-type: none">Submitted meeting agenda/minutes for former SOP Inventory Adjustments.Submitted new Inventory Adjustments SOP.Submitted evidence of Material Management SOP implementation.Submitted three consecutive monthly Inventory Adjustments audits report.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	October 2019	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Areas of Focus: Internal Safety & Security Review							
System Maintenance					12	12	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SS-SMNT-18-01	<p>Implement a documented hazard management procedure, including the required forms containing identification, analysis and mitigation of the hazard identified.</p> <ul style="list-style-type: none">Revised and updated the maintenance control policy.Conducted internal meeting to communicate the creation of standardized hazard reporting procedure to all active maintenance personnel.WMATA evaluated action items to confirm that the required actions have been addressed.	<div></div>	February 2019	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SS-SMNT-18-02	<p>Implement a documented rulebook compliance quality control program that addresses specific check criteria and the frequency of the checks.</p> <ul style="list-style-type: none">Developed checklist for second-level quality control compliance inspections; and revise policy to include them.Performed quality control and safety compliance checks; and integrate them into the asset management system.WMATA evaluated action items to confirm that the required actions have been addressed.	<div></div>	September 2018	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SS-SMNT-18-03	<p>Maintain and control an up-to-date training matrix and establish a procedure to periodically review training records.</p> <ul style="list-style-type: none">Updated training matrix.Reviewed required safety courses for accuracy.Developed a procedure for administering and tracking training and certification records.WMATA evaluated action items to confirm that the required actions have been addressed.	<div></div>	October 2018	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Shops and Material Support					3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SS-SAM-18-01	<p>Establish and implement a departmental procedure that governs configuration changes, with an emphasis on safety.</p> <ul style="list-style-type: none">Revised and updated the maintenance control policy.Communicated the configuration management and document control procedure revisions to the policy to all active maintenance personnel.WMATA evaluated action items to confirm that the required actions have been addressed.		September 2018	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
Communications					3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SS-COM-18-01	<p>Establish a quality control program to promote compliance to the inspection and calibration requirements.</p> <ul style="list-style-type: none">Run calibration overdue reports using asset management system on a weekly basis.Conducted monthly checks for preventative maintenance compliance using asset management system records.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		November 2018	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
Automatic Fare Collection					5	5	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SS-AFC-18-01	<p>Establish a quality control program to promote compliance to the inspection, calibration, and storage requirements.</p> <ul style="list-style-type: none">Ensured overdue test equipment for calibration is completed and closed.Ran weekly calibration overdue reports and submitted to the Assistant Superintendent for review.Revised monthly office safety inspection sheet to include the disposal of hazardous materials.Developed procedure for the disposal of hazardous materials.WMATA evaluated action items to confirm that the required actions have been addressed.		October 2018	C	5	5	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
Elevators and Escalators					15	15	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SS-ELES-18-01	<p>Perform a review of all administrative and maintenance functions; ensure each function has a documented procedure and is well configured for identification and traceability purposes to meet WMATA's System Safety Program Plan guidelines.</p> <ul style="list-style-type: none">Modified service bulletin procedure.Developed a procedure for safety and security certification.Completed supervisory safety audit reports.Modified procedure to address assets not maintained in the 30-day cycle.Provided revision dates on controlled documentation.Updated Office of Elevator and Escalator Services website with the most recent version of safety-related procedures.WMATA evaluated action items to confirm that the required actions have been addressed.		September 2018	C	7	7	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-SS-ELES-18-02	<p>Maintain and control an up-to-date training matrix and establish a procedure to periodically review training records.</p> <ul style="list-style-type: none">Updated training matrix.Established a procedure for administering training and certification to employees and contractors in safety-related positions.Submitted training records for all applicable employees.Submitted hazard waste management training records for all applicable employees.WMATA evaluated action items to confirm that the required actions have been addressed.		September 2018	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SS-ELES-18-03	<p>Assess the safety compliance in all ELES materials storage areas and take immediate corrective actions.</p> <ul style="list-style-type: none">Enforced chemical storage and fluorescent tube handling policies; and provide spill pallets and proper means of storage and disposal in stations.WMATA evaluated action items to confirm that the required actions have been addressed.		July 2018	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Areas of Focus: Capital Program - Management & Execution							
Metrorail New Railcar Manufacturing					3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-NRKM-18-01	<p>WMATA must review and ensure contract language and requirements for future railcar acquisitions includes performance of appropriate quality checks and engineering design support by the manufacturer.</p> <ul style="list-style-type: none">Requested additional inspection data on a weekly basis for the remainder of the manufacturing process.Provided the most recently updated new railcar technical specification, conducted review meetings with all required stakeholders to update terms and conditions.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		July 2019	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Metrobus New Vehicle Acquisition					10	10	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-NVAB-18-01	<p>WMATA must establish a central repository for change management, program related document control and written correspondence.</p> <ul style="list-style-type: none">Developed a business use case to identify all business requirements for establishing a central repository for new bus acquisition.Provided a software solution that meets the business requirements of the business use case.Reviewed and revised existing procedures to incorporate the software solution, roles, and responsibilities into the business process.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		March 2020	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-NVAB-18-02	<p>WMATA must establish a detailed training plan, including the training modules, targeted audience, delivery dates, and location. Retain training records within ELM and/or a central repository.</p> <ul style="list-style-type: none">• WMATA revised the training requirements in its procedure.• WMATA submitted a training plan for necessary personnel on new buses and/or systems.• WMATA provided records for 3 months after the first bus is delivered in the base year of the procurement.• Finally, WMATA performed a quality verification of actionable items.		August 2019	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-NVAB-18-03	<p>WMATA must provide monthly manufacturer supplied analysis of the defects, including trends and the actions taken to improve those trends. For future procurements, include a contractual requirement that identifies the targeted number of defects per bus and the actions to be taken in case of deviation.</p> <ul style="list-style-type: none">• WMATA performed monthly analysis reports of the defects reported on snag sheets.• WMATA provided 6 months of manufacturer monthly analysis reports of the defects.• Finally, WMATA performed a quality verification of actionable items.		August 2019	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Contract Requirements					6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PRMT-18-01	<p>WMATA must identify opportunities to update and implement policies, procedures and standards in accordance with the FTA Circular and the WMATA Procurement Manual to define expected practices, provide a roadmap for internal practices and assure efficiency, consistency and reliability.</p> <ul style="list-style-type: none">• Developed and implemented a procedure providing direction on WMATA's participation in the MWCOG cooperative purchasing program.• Issued a staff notice announcing the establishment of a new procedure for the Cooperative Purchasing Program and standards.• Revised and reissued procedures identified in F-PRMT-18-02.• Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		March 2019	C	6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Areas of Focus: Service Delivery							
Rail Station ADA Compliance Assessment					9	9	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ADA-18-01	<p>Bring platform edge light elements system-wide to a state of good repair.</p> <ul style="list-style-type: none">• Provided a list of stations to be completed under Future Above Ground Edge Light Contract & STUC-012.• Provided evidence of completion of site survey and design for the replacement of platform train edge lights at 24 above-ground stations.• Completed Phases 1-4 construction, installation, testing and acceptance of replacement platform edge lights at 20 Metro station platforms.• Completed construction, installation, testing, and acceptance of replacement platform edge lights at 24 above-ground Metro stations.• Submitted an implementation plan including schedule to bring platform edge light systems at underground stations to a state of good repair.• Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		January 2023	C	9	9	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
2019 Quality Internal Review iCAPAs							
Areas of Focus: Service Delivery							
Bus Operations Communication Center					5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BOCC-19-01	<p>Develop a Quality Control Plan (QCP) for BOCC to promote consistent departmental performance.</p> <ul style="list-style-type: none">Developed a procedure detailing the requirements for supervisory quality control checks for specialists that includes, at a minimum, the steps for managing calls, transfers, and follow-up actions for events.Communicated the new procedure to supervisors responsible for performing supervisory checks on specialists.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	January 2020	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BOCC-19-02	<p>Create a controlled curriculum that encompasses all training aspects of BOCC.</p> <ul style="list-style-type: none">Developed a training curriculum for BOCC and BTRN that includes the structure, format, and sequence of course content for new hires and incumbents in the specialist role.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	January 2020	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Non-Revenue Vehicle Utilization					8	8	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-NRV-19-01	<p>Authority-wide training/awareness on the new Non-Revenue Fleet Management and use policy is important to promote compliance.</p> <ul style="list-style-type: none">The Offices of Service Vehicles Maintenance (SVMT) and Strategic Initiatives (STIN) briefed senior leaders and Vehicle Monitors on major policy changes and each group’s updated roles and responsibilities.SVMT, with support from STIN, used current monthly meeting opportunities or host sessions for senior leaders and Vehicle Monitors, and assigned Vehicle Monitors to share information with their respective offices’ personnel.SVMT included a compendium of all briefing materials on their MetroWeb page for future reference.	<div></div>	February 2020	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-NRV-19-02	<p>Development of a driver login solution to capture the drivers’ information and trip details for NRV utilization.</p> <ul style="list-style-type: none">Focused on both short- and long-term solutions to improve non-revenue trip logging completeness and accuracy.Updated the policy and release guidance documents to both:<ol style="list-style-type: none">Improve the paper trip logging process, andIncrease driver and Vehicle Monitor accountability with regards to logging trips.Implemented vehicle tracking technology that allows easy driver sign-in with an electronic log-in device.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	July 2021	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Elevator/Escalator Operation Center					8	8	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-EOC-19-01	<p>ELES EOC will update 212-SOP-36 and/or establish new procedures to formalize and assure compliance with key job functions.</p> <ul style="list-style-type: none">Modified existing or established new procedures.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2021	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-EOC-19-02	<p>ELES EOC will establish and implement a controlled curriculum that encompasses all training requirements of EOC personnel.</p> <ul style="list-style-type: none">Developed and provided a timeline to include the schedule and training metrics for updated/new procedures as mentioned in QICO-EOC-19-01.Developed training modules based on the updated/new procedures in replacement of SOP 212-SOP-36.Provided training to all dispatchers on the updated/new procedures in replacement of SOP 212-SOP-36.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	April 2022	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-EOC-19-03	<p>ELES EOC will establish a formal quality control plan for monitoring and improving all EOC activities personnel.</p> <ul style="list-style-type: none">Developed and provide a Quality Control Plan.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	January 2021	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Cinder Bed Contract Management					7	7	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CIND-19-01	<p>BUSV will develop documented procedures for the Contract Management Team activities in accordance with the Authority's QMSP.</p> <ul style="list-style-type: none">Developed Document Control Procedure to outline how quality records are created, controlled, and archived in accordance with WMATA's QMSP.Developed Inspection and Testing Procedure to outline quality activities being performed by the contract management personnel overseeing the contractor in accordance with WMATA's QMSP.Developed Corrective Action Procedure in accordance with WMATA's QMSP.Developed Quality Record Procedure to outline how quality records are identified, collected, completed, and stored in accordance with WMATA's QMSP.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	March 2020	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CIND-19-02	<p>BUSV will develop a Continuity of Operations Plan (COOP) for the Cinder Bed Road Contract Management Team.</p> <ul style="list-style-type: none">Updated the Department of Bus Services (BUSV) Continuity of Operations Plan (COOP) to include a succession plan for the Cinder Bed Road Contract Management personnel.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	May 2020	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Areas of Focus: Engineering & Maintenance							
Metrorail Vehicle Engineering Change Management					5	5	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-RVCM-19-01	<p>WMATA must establish a quality control group independent from CENV to oversee configuration change document approval and implementation of rail vehicle modifications.</p> <ul style="list-style-type: none">Implemented quality control measures throughout the change management process.Submitted organizational structure and evidence of staff augmentation to the Budget and compliance group.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	October 2020	C	2	2	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-RVCM-19-02	<p>WMATA must develop a documented process to identify and update technical documents affected by the approval of engineering modifications.</p> <ul style="list-style-type: none">Updated current process to establish timeframe, tracking, and implementation of technical changes.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	October 2020	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
ATC System Configuration Management Plan					7	7	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-ASCM-19-01	<p>TSMT will develop and implement a training plan of ATC-4000 manual, inclusive of front-line supervisors, TSMT/ATC training instructors, and middle and upper management, to streamline safety and design principles.</p> <ul style="list-style-type: none">Provided ATC-4000 training curriculum in compliance with OPMS SOPs.Developed training plan of the ATC-4000 manual for front-line supervisors, TSMT training instructors, and middle & upper management.Trained ATC maintenance staff to approved curriculum.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2021	C	4	4	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-ASCM-19-02	<p>ATC will update ATC-4000 manual to further define technical content permitted in documentation issued by ATCM management to ATCM personnel.</p> <ul style="list-style-type: none">Updated ATC-4000 manual in accordance with System Safety Configuration Management Plan.Included a test procedure number on data sheets and demonstrated the use of approved data sheets provided by engineering such as EIBs, EABs, EMLs, and TCPs.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	May 2020	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
Areas of Focus: Safety							
Metrorail Vehicle Program Services					12	12	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-CENV-19-01	<p>WMATA must develop a documented process to record and audit required safety training and certifications of employees and contractors.</p> <ul style="list-style-type: none">Updated a mandatory training matrix.Established a defined review process for keeping safety training and certifications maintained for all assigned personnel.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	January 2020	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-CENV-19-02	<p>CENV must determine how each work group will provide representation to attend designated local safety committee monthly meetings and establish a consistent presence at the monthly SCRC meetings.</p> <ul style="list-style-type: none">CENV attended Safety Certification Review Committee (SCRC) Meetings as required by Policy/Instruction 10.2/4.CENV managers and non-managers attended Local Safety Committee (LSC) meetings as required by Policy/Instruction 10.2/4.Full-time CENV personnel attended LSC meetings at maintenance yards.		August 2019	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CENV-19-03	<p>WMATA must develop a documented process to determine which document approval signatures are required and implemented a method to record any revisions to the document approval signature page. CENV must establish a method of verifying rail vehicle safety certifications are completed prior to releasing vehicles into service.</p> <ul style="list-style-type: none">Updated existing documentation or created a new policy (OAP), to address the request to develop a documented process to determine which approval signatures are required for Safety Certifications.Clarified existing methods regarding the acceptance of new rail cars.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		November 2019	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CENV-19-04	<p>CENV must develop a documented quality control process to verify rulebook compliance.</p> <ul style="list-style-type: none">Used PeopleSoft ELM to track RWP certification for MSRPH rule knowledge.Created and implemented a procedure to capture supervisory monitoring of employees entering the roadway for adherence to person protective equipment (PPE) requirements and radio protocol.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		September 2019	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Metro Materials Management					9	9	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MATM-19-01	<p>SCMF must develop a documented process pertaining to storage, handling, and transportation of hazardous materials.</p> <ul style="list-style-type: none">Developed a process that addresses storage, handling, and transportation of hazardous material.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		January 2023	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MATM-19-02	<p>SCMF must develop a documented process for reporting incidents and accidents.</p> <ul style="list-style-type: none">Submitted Safety Program SOP.Submitted evidence of Safety Program SOP implementation.Submitted communication strategy as evidence that SCCM staff were informed of the revised SOP and checklists.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		October 2019	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
ENG A Internal Safety Review					17	17	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-ENG A-19-01	<p>ENG A will attend Safety Certification Review Committee (SCRC) meetings as required by Policy/Instruction 10.2/4. ENG A will have management and non-management attendance at Local Safety Committee (LSC) meetings as required by Policy/Instruction 10.2/4.</p> <ul style="list-style-type: none">Participated in routine local safety committee meetings.Developed a communication technique (e.g. email, department meeting minutes to ENG A departmental staff (e.g. ATCS, COMS, PWRS, CIVL, CFGM, MECH, and Architecture).Participated in routine Safety and Security Certification Review committee meetings.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	May 2020	C	4	4	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-ENG A-19-02	<p>ENG A will conduct Configuration Change Control Board meetings on a quarterly basis as required by Policy/Instruction 1.20/0. ENG A will conduct Design Control Board meetings on a monthly basis as required by Policy/Instruction 4.14/3. ENG A will establish a change control database purposed to track and properly store configuration-controlled items.</p> <ul style="list-style-type: none">Conducted Configuration Change Control Board meetings on a quarterly basis and provided meeting records (i.e., sign in sheets and minutes) for three quarterly meetings.Conducted Design Control Board meetings on a monthly basis and provided meeting records (i.e. sign in sheets and minutes) for six monthly meetings.Established an effective change control database to track and store configuration- controlled items (e.g. EMI, TCP, As-builts, Drawing Modifications).Established a database to keep record of all proposed issues and dispositions submitted to the Design Control Board.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	August 2020	C	5	5	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-ENG A-19-03	<p>ENG A will update the current COOP Plan in accordance with Office of Emergency Management standards.</p> <ul style="list-style-type: none">Updated their current Continuity of Operations (COOP) Plan in accordance with the Office of Emergency Management (OEM) standards.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	March 2020	C	2	2	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-ENG A-19-04	<p>ENG A will develop a quality control checklist to ensure RWP compliance as required by Policy/Instruction 1.15/0. ENG A will also send memo to inform the team of checklist requirements when leading an outage. This memo will also allow ENG A members to take pictures of sign-in sheets when they are out with a RWIC after ENG A members have completed the job safety briefing.</p> <ul style="list-style-type: none">Developed a quality control checklist to ensure processes are in compliance with RWP when applicable. Checklist will mirror the RWP requirements, compliance checks and corrective actions to address non-compliance. ENG A will submit their quality control checklist.Distributed a memo to all ENG A departmental staff requiring ENG A supervisors to conduct quality control checklists to monitor compliance while ENG A personnel is conducting business in the right of way.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	October 2020	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-ENGA-19-05	<p>Each ENGA department will develop a training matrix for each position.</p> <ul style="list-style-type: none">Developed a training matrix with safety-training requirements for each position and employee.Developed a process to record and periodically audit training records to verify that required training and certifications are being completed by employees and contractors.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	July 2020	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Safety and Environmental Management					8	8	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SAFE-19-01	<p>SAFE will Establish a solution to effectively manage all hazards to resolution as specified in the SSPP.</p> <ul style="list-style-type: none">Closure of Existing WMSC CAP-FTA- TSR-18-003.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	July 2022	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SAFE-19-02	<p>SAFE will Develop, train on, and implement a standardized inspection procedure for SAFE personnel to effectively perform facility and equipment safety inspections.</p> <ul style="list-style-type: none">Developed standardized inspection procedure(s) for SAFE personnel to perform facility and equipment safety inspections.Dissemination, acknowledgement, and implementation of the standardized procedure(s) for responsible SAFE personnelConfirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2021	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SAFE-19-03	<p>SAFE will review and revise SAFE governing documents to ensure organizational policies and procedures are current.</p> <ul style="list-style-type: none">Reviewed/revise all overdue policies, procedures, and standards owned by SAFE.Provided evidence of dissemination of the updated documents. SAFE will provide copy of safety bulletin or other means used to distribute the documents.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	May 2020	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
2020 Quality Internal Review iCAPAs							
Areas of Focus: Internal Safety Reviews							
Office of Information Technology (IT)					7	7	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-IT-20-01	<p>Develop a Departmental Safety Committee (DSC) within IT or, participate in an existing departmental safety committee.</p> <ul style="list-style-type: none">Established a DSC and conducted stand-alone meetings or schedule time with existing departmental DSC.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	October 2020	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-IT-20-02	<p>Create a formal compliance check program to manage safety rule prioritization, define roles and responsibilities, and establish compliance checks.</p> <ul style="list-style-type: none">Reviewed and submit quality control program.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	November 2020	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-IT-20-03	<p>Develop and maintain a training and certification matrix per WMATA's System Safety Program Plan (SSPP) for all IT positions.</p> <ul style="list-style-type: none">Established and submitted a training matrix that details all safety training and certification required by governing regulations for each IT position.Developed and submitted a system/process to periodically review the required safety training and certification for all IT personnel.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		October 2020	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Office of Emergency Management (OEM)					11	11	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-OEM-20-01	<p>Develop procedures and training curricula that fully describe work performed and training goals.</p> <ul style="list-style-type: none">Developed and submitted a Duty Assignment procedure.Developed and submitted a Rail Liaison procedure.Developed and submitted an Instructor Guide.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		August 2020	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-OEM-20-02	<p>Review and update applicable emergency response plans per the direction within each document or the Emergency Operations Plan, whichever occurs soonest.</p> <ul style="list-style-type: none">Updated and submitted the Assistance Plan.Updated and submitted the Operations Plan.Developed and submitted the new Continuity of Operations Plan.Updated and submitted the Emergency Response Plan.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		September 2020	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-OEM-20-03	<p>Create a formal compliance check program to manage safety rule prioritization, define roles and responsibilities, and establish compliance checks.</p> <ul style="list-style-type: none">Created and submitted a Quality Control Program.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		October 2020	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Department of Low Voltage Electrical Maintenance (LVEM)					11	11	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-LVEM-20-01	<p>Management oversight plan must reinforce the frequency and accuracy of compliance checks for job safety briefings and confirm that appropriate PPE, tools, and equipment are in place at the job site.</p> <ul style="list-style-type: none">Updated and submitted outdated Preventive Maintenance Inspection (PMI).Provided Safety Committee meeting minutes and sign-in sheets.Developed and submitted a management oversight plan.Confirmed there is reasonable evidence to support completion of actionable items and performance measure.		September 2021	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-LVEM-20-02	<p>Develop and update current policies and procedures in accordance with the Systems Maintenance (SMNT) Maintenance Control Policy (MCP) standard.</p> <ul style="list-style-type: none">Revised, updated, standardized, and submitted the work order life cycle process.Confirmed there was reasonable evidence to support completion of actionable items and performance measure.	<div></div>	February 2021	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-LVEM-20-03	<p>Revise Training Matrix to include all LVEM training requirements and ensure all active employees complete the required training. LVEM will also ensure training completion of all active 5027 AA Mechanics and 5036 Supervisors to meet the requirements of a Qualified Person.</p> <ul style="list-style-type: none">Revised and submitted training matrix.Submitted on-the-job training records.Submitted additional on-the-job training records for mechanics and supervisors.Confirmed there was reasonable evidence to support completion of actionable items and performance measure.	<div></div>	March 2022	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Area of Focus: Engineering & Maintenance							
Automatic Train Control Maintenance, Reliability and Engineering (ATCM)					3	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-ATCM-20-01	<p>Update the ATC MCP departmental warranty claim processes.</p> <ul style="list-style-type: none">Develop and submit a documented process for managing warranty claims for assets maintained by ATCM.Update and submit the ATC branch MCP.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	May 2021	O/PD	3	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Shops and Materials Support (SAMS)					9	9	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SAMS-20-01	<p>Establish communication process to ensure current and accurate repair and maintenance standards are implemented, and develop documented work instructions for radio certification, precision measurement equipment calibration, and verification of externally calibrated equipment.</p> <ul style="list-style-type: none">Updated and submitted ATC 2000.Established continuous communication loop to distribute and review standards revisions.Created/modified and submitted a document control procedure.Updated and submitted SMNT MCP.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	October 2020	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SAMS-20-02	<p>Establish and implement a training program that encompasses all training requirements of SAMS’ personnel.</p> <ul style="list-style-type: none">Established and submitted a list of all relevant procedures and original equipment manufacturer standards for bench/component level repair.Developed and submitted training requirements for soldering standards and anti-static work station protection.Developed a training program based on SAMS’ requirements.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	July 2021	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Area of Focus: Service Delivery							
Bus Transportation Training & Administration (BTRN)					18	18	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-BTRN-20-01	<p>Identify all core BTRN functions and develop associated processes and procedures.</p> <ul style="list-style-type: none">Identified and submitted a master list of all processes and procedures.Submitted the final and signed document processes and procedures.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	January 2022	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-BTRN-20-02	<p>Establish a process for monitoring, maintaining, and reporting operator training compliance.</p> <ul style="list-style-type: none">Created and submitted a refresher class documented process, and provided compliance reports.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	September 2021	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-BTRN-20-03	<p>Revise the remedial training program to target the causes of operator infractions.</p> <ul style="list-style-type: none">Submitted a plan for one-day and two-day remedial class.Developed and submitted a curriculum to reduce bus incidents and improve safety and provide compliance reports.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	September 2021	C	4	4	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-BTRN-20-04	<p>Adhere to BUSV's existing document control policy and revise/remove outdated and superseded documents.</p> <ul style="list-style-type: none">Reviewed, submitted, and maintained a master document log.Removed outdated and superseded documents; added new ones to the Intranet.Created and submitted a documented process for updating governing documents.Revised and submitted the division manual.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	March 2021	C	5	5	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-BTRN-20-05	<p>Develop and implement a documented Quality Control Plan (QCP) to promote consistent department performance.</p> <ul style="list-style-type: none">Develop and submit a comprehensive Quality Control Plan, and provide audit reports.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	June 2021	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
Bus Operations					27	23	85% <div><div></div></div> <div><div></div><div>75%</div><div>80%</div><div>85%</div><div>90%</div><div>95%</div><div>100%</div></div>
QICO-BTRA-20-01	<p>Implement controls to monitor and mitigate the impact of operator fatigue.</p> <ul style="list-style-type: none">Developed and submitted a Fatigue Risk Management (FRM) data entry process, and provide compliance reports.Develop and submit a monitoring process for WMATA Hours of Service (HOS) Policy violations, and provide compliance reports.Develop a report to include key performance metrics and corrective actions.Confirm that there is reasonable evidence to support the completion of actionable items and performance measures.	<div></div>	January 2022	O	6	2	33% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-BTRA-20-02	<p>Develop a comprehensive log-on process that includes criteria for supervisors/specialists, data analysis, and action plans.</p> <ul style="list-style-type: none">Submitted a report that includes findings, root cause analysis, and solutions.Developed and submitted a plan and schedule to prevent intermittent log-on events.Developed and submitted a documented process, and provide compliance reports.Confirmed that there was reasonable evidence to support the completion of actionable items and performance measures.	<div></div>	February 2022	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BTRA-20-03	<p>Develop and execute a process to incorporate feedback and customer complaints into Metrobus training and operations.</p> <ul style="list-style-type: none">Developed and submitted a documented process for customer complaints, and provided compliance reports.Confirmed that there was reasonable evidence to support the completion of actionable items and performance measures.	<div></div>	November 2021	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BTRA-20-04	<p>Develop and execute a Quality Control Plan (QCP) to monitor and improve Bus Transportation Operation (BTRA) processes.</p> <ul style="list-style-type: none">Developed and submitted a quality control plan, and provide evidence of awareness.Confirmed that there was reasonable evidence to support the completion of actionable items and performance measures.	<div></div>	September 2021	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BTRA-20-05	<p>Develop and implement a procedure for recording and reviewing incidents/accidents.</p> <ul style="list-style-type: none">Developed and submitted documented processes for Bus Operator Records Management System (BORMS) & Safety Management System (SMS), and provided evidence of awareness.Confirmed that there was reasonable evidence to support the completion of actionable items and performance measures.	<div></div>	November 2021	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BTRA-20-06	<p>Create and implement a commercial driver’s license verification process to include procedures, audit plans, and reporting.</p> <ul style="list-style-type: none">Developed and submitted a documented process for commercial driver’s license verification, and provided audit results.Confirmed that there is reasonable evidence to support the completion of actionable items and performance measures.	<div></div>	February 2022	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BTRA-20-07	<p>Develop and document a Maximo incident process that governs the creation, modification, and closure of incidents.</p> <ul style="list-style-type: none">Developed and submitted an incident closeout process, and provide status reports.Confirmed that there was reasonable evidence to support the completion of actionable items and performance measures.	<div></div>	February 2022	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Rail Planning & Scheduling					7	5	71% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RPLN-20-01	<p>Develop a departmental document control procedure & processes, quality control plan for each of RPLN's core functions. Establish a policy that outlines the requirements for secured document storage, retention, and archiving.</p> <ul style="list-style-type: none">Developed and submitted all core-function departmental processes and procedures.Developed and submitted a document control process.Develop and submit a comprehensive quality control plan, and provide three months of reports.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	September 2021	O	5	3	60% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RPLN-20-02	<p>Create a training matrix that identifies all required training for each position within Rail Planning and Scheduling (RPLN).</p> <ul style="list-style-type: none">Developed and submitted a training matrix.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	May 2021	C	2	2	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
2021 QICO Internal Review iCAPAs							
Areas of Focus: Internal Safety Reviews							
Operations Management Services (OPMS)					6	6	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-OPMS-21-01	<p>Develop, revise and implement documentation to advocate compliance with the System Safety Program Plan (SSPP) and departmental SOPs.</p> <ul style="list-style-type: none">Created and instituted documentation of all SSPP required plans and documents to promote a strong safety cultureUtilized a designated share drive to store and access the latest controlled documents to reduce the risk of disseminating obsolete informationRevised the Roadway Worker Protection (RWP) training course to include Hazardous Concern Form as referenced in the RWP SOP to promote safety cultureUpdated WAVS SOP to include both controlled documentation of completed random checks and appropriate controls for remote access to confidential information thereby reducing risks to personnelConfirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2021	C	6	6	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
Grout Pad Renewal					21	21	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SGPR-21-01	<p>Develop roles and responsibilities of ENGA, MOWE, TRST, and SAFE for grout pad reconstruction and controlled document material approval process.</p> <ul style="list-style-type: none">Submitted a roles and responsibility matrix.Developed a procedure for grout pad reconstruction material requests and approvals.Updated specifications for grout pad reconstruction.Performed a comparison of work instructions and designed specifications, then submitted a list of inconsistencies among the various documents related to grout pad reconstruction.Revised work instructions related to grout pad reconstruction.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	June 2021	C	6	6	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-SGPR-21-02	<p>Enforce the implementation of the established construction inspection sampling and testing standards.</p> <ul style="list-style-type: none">Submitted a contract agreement with an independent laboratory for grout material testing.Submitted evidence of sampling and testing of grout pad materials and provide completed QA/QC checklists.Submitted evidence of test results reviewed by engineering.Updated the existing work instruction that defines the minimum length of grout pad reconstruction that requires anchor stud pull-out testing and developed a procedure for anchor stud pull-out testing.Provided proof of acquired anchor stud pull-out test equipment.Performed anchor pull-out testing and submitted training records.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		April 2022	C	8	8	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SGPR-21-03	<p>Executing and completing quality control checklists to verify equipment calibration and material expiration dates before use.</p> <ul style="list-style-type: none">Submitted completed and signed QA/QC checklists to verify all equipment used for grout pad reconstruction that require periodic calibration are compliant.Verified that all jackhammers have been labeled and provided a photo of labeled equipment.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		July 2021	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SGPR-21-04	<p>Enforce adherence to approved work instructions and proper execution of work standards.</p> <ul style="list-style-type: none">Submitted completed and signed QA/QC checklists performed by supervisors.Submitted proof of communication to include photographs of the deck rebar grid markings.Submitted a revised Grout Pad Production Quality Control ChecklistConfirmed there is reasonable evidence to support completion of actionable items and performance measures.		September 2022	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Rail Operations Oversight, Supervision & Fitness for Duty					15	13	87% <div><div></div></div> <div>80%85%90%95%100%</div>
QICO-RSTO-21-01	<p>Implement controls to monitor and mitigate the impact of fatigue.</p> <ul style="list-style-type: none">Created and submitted an approved work instruction addressing the monitoring and impact of fatigue related incidents.Created and submitted a virtual training program.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		February 2022	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RSTO-21-02	<p>Enhance fitness for duty evaluation requirements and improve compliance with existing requirements.</p> <ul style="list-style-type: none">Updated and submitted current standard operating procedure (201-05).Submit the revised Depot Clerk Training Manual for both new hire and refresher training, including the required frequency.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		February 2022	O/PD	3	1	33% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-RSTO-21-03	<p>Revise the current oversight program to be inclusive of all RSTO activities.</p> <ul style="list-style-type: none">Created and submitted a spot check procedure inclusive of interlocking operators.Revised the initial and refresher supervisor training and incorporated the spot check SOP.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		July 2022	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RSTO-21-04	<p>Implement a documented process that ensures accurate collection, recording, and reporting of all incident/accident data.</p> <ul style="list-style-type: none">Developed and submitted a documented process governing creation, closure, and quality of incidents in the SMS system.Provided SMS incident process training to all division management.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		November 2021	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RSTO-21-05	<p>Current and controlled policies, procedures, and standards provide clear direction and result in more consistent processes.</p> <ul style="list-style-type: none">Created and submitted a documented process that establishes a master document log and defines roles and responsibilities for maintaining the master document log.Created and submitted a documented process for updating/distributing governing documents to applicable personnel.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		January 2022	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Office of Plant Maintenance					13	13	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PLNT-21-01	<p>Develop and implement process to reduce safety hazards and promote a safe work environment.</p> <ul style="list-style-type: none">Submitted a problem statementUpdated work instructionsSubmitted an inspection schedule and completed inspection checklists.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		January 2023	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PLNT-21-02	<p>Enforce implementation of quality control compliance checks to include operation, PPE, tools and equipment.</p> <ul style="list-style-type: none">Submitted Supervisor Quality Control (QC) ChecksSubmitted acknowledgement of Personal Protective Equipment (PPE) required in the fieldSubmitted completed PPE field verification checklistsConfirmed there was reasonable evidence to support completion of actionable items and performance measures.		February 2022	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PLNT-21-03	<p>Revise governing documentation in accordance with the required revision periodicity and update the Master Document Control Log regularly to track documentation expiration dates.</p> <ul style="list-style-type: none">Updated and submitted the Master Document Control Log.Confirmed there is reasonable evidence to support completion of actionable items and performance measures		January 2022	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-PLNT-21-04	<p>Develop a process to account for the creation of each Maximo work order, enforce prioritization and reduce the risk of duplicates.</p> <ul style="list-style-type: none">Developed and submitted a procedure to validate work ordersConfirmed there was reasonable evidence to support completion of actionable items and performance measures.		September 2021	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Automatic Fare Collection Section (AFCS)					16	16	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-AFCS-21-01	<p>Enforce implementation of quality control and compliance checks to include PPE, tools and equipment, and PMI checklist population.</p> <ul style="list-style-type: none">Updated and submitted the weekly activity report and provide three months’ worth of completed reports.Submit evidence of acknowledgement of the Preventative Maintenance Inspection checklist process.Obtained barrier equipment and submit photos of equipment in use.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		August 2022	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-AFCS-21-02	<p>Develop and implement a review and revision process for AFCS governing documents.</p> <ul style="list-style-type: none">Developed and submitted a document control procedure.Updated and submitted Preventative Maintenance Instructions.Updated and submitted SOP 204-01 Money Spills.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		May 2022	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-AFCS-21-03	<p>Update the AFCS training matrix to reflect the current business practice.</p> <ul style="list-style-type: none">Updated and submitted training matrix.Updated and submitted training records for active personnel.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		February 2022	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-AFCS-21-04	<p>Create and utilize an electronic repository for handwritten training and personnel documentation.</p> <ul style="list-style-type: none">Developed an electronic records repository and submitted evidence of paper records converted to electronic form.Conducted quality control check on the electronic records and submitted a report demonstrating 100% conversion completion.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		February 2023	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-AFCS-21-05	<p>Update AFCS job descriptions to fulfill qualifications’ accuracy and job performance.</p> <ul style="list-style-type: none">Updated and submitted job descriptions.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		January 2023	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Vehicle Program Services					16	10	63% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CENV-21-01	<p>Meet or exceed standards for workplace safety inspection, safety committee participation, and hazard management processes defined in the Agency Safety Plan (PTASP).</p> <ul style="list-style-type: none">Developed and submitted workplace safety inspections checklist.Updated and submitted procedure to include requirements for workplace safety inspections.Submit the first three months’ worth of workplace safety inspection records.Submit the second three months’ worth of workplace safety inspection records.Submitted the first three months’ worth of local safety committee attendance logs and meeting records.Submitted the second three months’ worth of local safety committee attendance logs and meeting records.Develop and submit a documented safety risk assessment process.Develop a safety risk register and submit three months’ worth of identified hazards.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	January 2024	O	9	6	67% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CENV-21-02	<p>Align training, inspection, process control, measuring & testing equipment, and document control management with organization-wide quality management system plan standards.</p> <ul style="list-style-type: none">Developed and submitted a list of equipment subject to periodic calibration.Submit the first quarter’s worth of completed calibration records.Submit the second quarter’s worth of completed calibration records.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	May 2023	O	4	1	25% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CENV-21-03	<p>Develop a solution to improve reliability of 2K/3K event recorder systems to comply with requirements of National Transportation Safety Board recommendation NTSB R-10-21.</p> <ul style="list-style-type: none">Conducted and submitted an engineering analysis.Developed and submitted an action plan after review and assessment of the recommendations.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	October 2023	C	3	3	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
Areas of Focus: Capital Program – Management and Execution							
Switch Machine Power Supply Replacement Project					6	6	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SSRP-21-01	<p>Create a Project Specific Quality Management Plan, inclusive of governing processes that would facilitate the oversight of safety compliance and quality of work.</p> <ul style="list-style-type: none">Submitted a Quality Management Plan.Submitted a training matrix and training records for all active Signaling Systems Renewal Program personnel.Developed a compliance checklist for contractor drug and alcohol testing.Conducted contractor safety and quality oversight and verification.Submitted a change management procedure.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	May 2021	C	6	6	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Areas of Focus: Engineering & Maintenance							
Facilities Asset Management (FAMO) Function within FSVT					3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-FAMO-21-01	<p>Develop documented processes for FAMO’s Asset Management business functions.</p> <ul style="list-style-type: none">Developed and submitted a documented process.Submitted all approved documented processes related to core business functions.Confirmed there was evidence of the above actionable items.	<div></div>	March 2022	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
Transit Asset Management (TAMO) Function within REAM					11	11	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-TAMO-21-01	<p>Enforce adherence to the TAM Plan and submission of on time deliverables outlined in the Action Plan and Implementation Timeframe.</p> <ul style="list-style-type: none">Completed and submitted evidence of completion of the Transit Asset Management Plan-2018.Developed and submitted a communication plan.Updated and submitted the Transit Asset Transit Asset Management Plan-2018 implementation tracker.Updated and submitted the Transit Asset Management Plan-2022.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	January 2023	C	5	5	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-TAMO-21-02	<p>Establish and implement quality control, compliance checks and corrective actions into applicable documented processes.</p> <ul style="list-style-type: none">Submitted a compliance check and corrective action process for non-conforming work order and asset data.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2022	C	2	2	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-TAMO-21-03	<p>Develop and implement a comprehensive SOP to govern the asset induction process.</p> <ul style="list-style-type: none">Developed and submitted an asset induction documented process.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2022	C	2	2	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-TAMO-21-04	<p>Develop a training matrix and curriculum for all TAMO functions.</p> <ul style="list-style-type: none">Developed and submitted a training matrix.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2022	C	2	2	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Switch Machine Maintenance (SM)					18	15	83% <div><div></div></div> <div><div></div></div> <div>75%80%85%90%95%100%</div>
QICO-SM-21-01	<p>Update current EMI process to include concurrence and collaboration with all applicable engineering departments during execution of structural modifications.</p> <ul style="list-style-type: none">Updated and submitted Engineering Modification Instruction (EMI) template.Communicated and submitted Engineering Information Bulletin.Submitted completed EMIs using the updated template.Submitted list of switch machine locations with structural modifications.Conducted and submitted a visual assessment.Developed and submitted a scope of work.Conduct and submit consultant assessment report.Develop and submit Notice to Proceed.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	March 2022	O	9	6	67% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SM-21-02	<p>Establish controls in applicable Preventive Maintenance Instructions to prioritize orderly snowmelter cabling configuration.</p> <ul style="list-style-type: none">Submit completed job safety briefing forms with signed acknowledgement. (Actionable item no longer applicable)Submitted completed preventive maintenance inspection data sheets.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2022	C	2	2	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SM-21-03	<p>Develop a maintenance plan that incorporates best practices for drainage system maintenance that would protect WMATA’s track-side assets.</p> <ul style="list-style-type: none">Submitted updated preventive maintenance instruction and form.Submitted work orders identifying drainage issues.Submitted evidence of completed drainage issue mitigations.Developed and submitted a problem statement.Conducted and submitted a root cause analysis report.Developed and submitted water ponding mitigation plan.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	December 2022	C	7	7	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
Office of Plant Preventive Maintenance Inspection					15	15	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PMI-21-01	<p>Develop, implement, and enforce the use of up-to-date work instructions and checklists for all PLNT PMIs.</p> <ul style="list-style-type: none">Developed and submitted a Preventive Maintenance Inspection (PMI) documentation matrix.Updated and submitted updated documentation.Submitted training records.Submitted evidence of completed PMI checklistsSubmitted a list of PMI requiring work instructions.Developed and submitted work instructions.Completed engineering review of work instructions.Submitted acknowledgement of work instructions.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	December 2023	C	9	9	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-PMI-21-02	<p>Enforce the utilization of required tools and adherence to the PMI schedules to promote complete, accurate and timely PMI performance.</p> <ul style="list-style-type: none">Submitted documentation that lists required Drainage Pumping Station (DPS) tools for all Preventive Maintenance Inspections (PMI).Submitted completed checklists demonstrating DPS mechanics have the required tools prior to PMI work.Developed and submitted a PM PASS process and submitted three consecutive months’ worth of documentation as evidence of process implementation.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		May 2022	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PMI-21-03	<p>Enforce validation and acknowledgement of completed PMIs to promote compliance with departmental work standards.</p> <ul style="list-style-type: none">Submitted three months’ worth of completed checklists reviewed by department supervisors and compliance officers.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		February 2022	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Metro Parts Authorization Process					46	43	93% <div><div></div></div> <div>85%90%95%100%</div>
QICO-PAP-21-03	<p>Establish specific standards and guidelines for identifying critical items requiring inspection.</p> <ul style="list-style-type: none">Finalized, released, and submitted a documented process.Developed and submitted supplied parts information updated form.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		October 2021	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PAP-21-04	<p>Create and communicate inspection criteria in order to perform the required receiving inspection.</p> <ul style="list-style-type: none">Completed and submitted an inspection list, and uploaded on website.Confirmed there was reasonable evidence to support completion of actionable items and performance measures.		October 2021	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PAP-21-05	<p>Actively monitor compliance to Purchase Card Policy to enforce fiscal responsibility.</p> <ul style="list-style-type: none">Submitted training records for all personnel.Performed and submitted quality checks.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		May 2022	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PAP-21-06	<p>Implement timely revision of SOP and OAP per scheduled review dates to include generation of a master list.</p> <ul style="list-style-type: none">Submitted document list with revision dates.Reviewed, revised, and updated documented processes.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		August 2022	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PAP-21-07	<p>Develop training matrix identifying required training for each engineering position.</p> <ul style="list-style-type: none">Developed and submitted training matrix.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		August 2022	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-PAP-21-08	<p>Incorporate guidance and set timeline for completing required changes on affected reference documentation.</p> <ul style="list-style-type: none">Reviewed and updated existing procedures.Developed and submitted scheduled maintenance procedure.Submitted acknowledgement of procedure implementation.Submitted compliance checks #1 – for 3 months.Submitted compliance checks #2 – for 3 months.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		October 2022	O	6	5	83% <div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PAP-21-09	<p>Establish a standardized process for the Part Authorization process to include inspection requirements and testing and evaluation criteria.</p> <ul style="list-style-type: none">Developed and submitted a documented Part Authorization process to include specification, testing, and evaluation criteria.Updated and submitted training guides and additional documentation.Disseminated and submitted evidence of updated communicated documents to all trained personnel.Submitted a list of personnel who completed Part Authorization training.Submitted one month’s worth of records to assure new process implementation.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		July 2022	C	6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PAP-21-10	<p>Establish a standardized process for the Part Authorization process to include inspection requirements and testing and evaluation criteria.</p> <ul style="list-style-type: none">Developed and submitted a documented Part Authorization process to include specification, testing, and evaluation criteria.Updated and submitted training guides and additional documentation.Disseminated and submitted evidence of updated communicated documents to all trained personnel.Submitted a list of personnel who completed Part Authorization training.Submitted six months’ worth of records as evidence of new process implementation.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		January 2023	C	6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PAP-21-11	<p>Establish a standardized process for the Part Authorization process to include inspection requirements and testing and evaluation criteria.</p> <ul style="list-style-type: none">Developed and submitted a documented parts authorization process to include specification, testing, and evaluation criteria.Updated and submitted training guides and additional documentation.Disseminated and submitted evidence of updated communicated documents to all trained personnel.Submitted a list of personnel who completed Part Authorization training.Submit six months’ worth of records as evidence of new process implementation.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		January 2023	O	6	4	67% <div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-PAP-21-12	<p>Enforce adherence to the Purchase Cards Policy when initiating a purchase.</p> <ul style="list-style-type: none"> Issued a memorandum that enforces adherence to the Policy Cards Policy and submitted evidence of receipt and acknowledgement. Submitted a quarter’s worth of compliance reviews. Confirmed there was reasonable evidence to support completion of actionable items and performance measures. 	<div></div>	March 2022	C	3	3	100% <div></div> <div>0%20%40%60%80%100%</div>
QICO-PAP-21-13	<p>Enforce adherence to the Purchase Cards Policy when initiating a purchase.</p> <ul style="list-style-type: none"> Issued a memorandum that enforces adherence to the Policy Cards Policy and submit evidence of receipt and acknowledgement. Submitted a quarter’s worth of compliance reviews. Confirmed there was reasonable evidence to support completion of actionable items and performance measures. 	<div></div>	April 2022	C	3	3	100% <div></div> <div>0%20%40%60%80%100%</div>
QICO-PAP-21-14	<p>Enforce adherence to the Purchase Cards Policy when initiating a purchase.</p> <ul style="list-style-type: none"> Issued a memorandum that enforces adherence to the Policy Cards Policy and submitted evidence of receipt and acknowledgement. Submitted a quarter’s worth of compliance reviews. Confirmed there was reasonable evidence to support completion of actionable items and performance measures. 	<div></div>	April 2022	C	3	3	100% <div></div> <div>0%20%40%60%80%100%</div>
Receiving Inspection Process					7	7	100% <div></div> <div>0%20%40%60%80%100%</div>
QICO-RI-21-01	<p>Creation and implementation of a uniform quality records control procedure, inclusive of detailed document retention requirements, facilitates improved traceability and consistency.</p> <ul style="list-style-type: none"> Developed and submittedt a quality records process. Confirmed there is reasonable evidence to support completion of actionable items and performance measures. 	<div></div>	January 2022	C	2	2	100% <div></div> <div>0%20%40%60%80%100%</div>
QICO-RI-21-02	<p>Reinforce compliance with SCWL SOP 3.01 to assure tools and equipment are calibrated where applicable.</p> <ul style="list-style-type: none"> Submitted calibration schedule listing applicable tools and equipment. Confirmed there was reasonable evidence to support completion of actionable items and performance measures. 	<div></div>	February 2022	C	2	2	100% <div></div> <div>0%20%40%60%80%100%</div>
QICO-RI-21-03	<p>Create a training matrix that identifies all required training for each position within SCWL.</p> <ul style="list-style-type: none"> Developed and submitted a training matrix. Developed and submitted a training program. Confirmed there is reasonable evidence to support completion of actionable items and performance measures. 	<div></div>	May 2022	C	3	3	100% <div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Restraining Rail Installation and Maintenance					13	9	69% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RRIM-21-01	<p>Create and disseminate maintenance bulletins to communicate modifications in standards and maintenance practices.</p> <ul style="list-style-type: none">Created and submitted a maintenance bulletin for the modification in restraining rail flangeway width and other interim updates as needed to management.Disseminated maintenance bulletins to track maintenance and inspection personnel and submitted evidence of acknowledgement.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	March 2022	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RRIM-21-02	<p>Conduct a curved rail study and update design criteria based upon the results of the study.</p> <ul style="list-style-type: none">Developed and submitted a scope of work for a third-party contractor.Partner with a consultant and submit a final report.Notify the Office of Engineering and Architecture on the necessary updates and submit formal notification.Submit the results of the Configuration Change Control Board review & revised design criteria.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2025	O	5	1	20% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RRIM-21-03	<p>Update controlled documents to reflect the consistent design and maintenance standards throughout.</p> <ul style="list-style-type: none">Updated and submitted governing documents related to the restraining rail inspection and maintenance to ensure alignment and consistency throughout.Distributed governing documents to all track inspection and maintenance supervisors and field personnel and submitted evidence of receipt and acknowledgement.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	May 2023	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-RRIM-21-04	<p>Review all rail inspection and maintenance documents for alignment of designated tasks with current practices, and conduct quality assurance checks to verify adherence to approved restraining rail maintenance and repair documents.</p> <ul style="list-style-type: none">Submitted three months' worth of quality control checklists for restraining rail maintenance.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	March 2022	C	2	2	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
Area of Focus: Service Delivery							
Parts Authorization Process					7	6	86% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-PAP-21-01	<p>Develop a parts and materials approval process inclusive of minimum data entry requirements, QC checks, and updates to relevant documentation.</p> <ul style="list-style-type: none">Developed and submitted a change management documented process.Submitted evidence of change management implementation.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	September 2023	O/PD	3	2	67% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-PAP-21-02	Develop an engineering document control process and central repository. <ul style="list-style-type: none">Developed and submitted a document control process.Submitted evidence of new engineering documents.Submitted evidence that the historical documents are being actively migrated to the new repository.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		March 2023	C	4	4	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
Maintenance Operations Center					15	11	73% <div><div></div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MOC-21-01	Create documented processes for Maximo data entry and detailed instructions for work order population. <ul style="list-style-type: none">Developed and submitted a defect data entry procedure.Developed and submitted a work instruction for work order population.Develop training and submit training records.Submit evidence of procedure and work instruction acknowledgement by Rail Operations Control Center (ROCC) personnel.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		July 2022	O	3	2	67% <div><div></div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MOC-21-02	Enforcing adherence to existing guidance of MOC process as described in Operations Administrative Procedure 200-02. <ul style="list-style-type: none">Developed and submitted a Maintenance Operations Center (MOC) procedure.Develop training and submit training records.Submit evidence of procedure acknowledgement by Rail Operations Control Center (ROCC) personnel.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		July 2022	O	2	1	50% <div><div></div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MOC-21-03	Develop and implement a Standard Operating Procedure for the quality records process. <ul style="list-style-type: none">Developed and submitted a records retention procedure.Developed training and submitted training records.Submitted evidence of procedure acknowledgement by Rail Operations Control Center (ROCC) personnel.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		February 2022	C	4	4	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MOC-21-04	Implement and enforce use of Procedure 700-ROCC-ADM-01-00 for the document control process. <ul style="list-style-type: none">Developed and submitted a document control procedure.Developed training and submitted training records.Submitted evidence of procedure acknowledgement by Rail Operations Control Center (ROCC) personnel.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		February 2022	C	4	4	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
2022 Quality Internal Review iCAPAs							
Areas of Focus: Internal Safety Reviews							
Department of Safety (SAFE) EMAC & OSH					20	17	85% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SAFE-22-01	<p>Development of documented departmental procedures is necessary for consistent safety oversight within all processes.</p> <ul style="list-style-type: none">Conducted and submitted an assessment identifying core Environmental Management and Compliance internal processes.Developed documented procedures for identified core functions.Confirmed there is evidence of the above actionable items.	<div></div>	March 2023	C	3	3	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SAFE-22-02	<p>Development of documented departmental procedures is necessary for consistent safety oversight within all processes.</p> <ul style="list-style-type: none">Conducted and submitted an assessment identifying core Occupational Safety and Health internal processes.Developed documented procedures for the identified core functions.Confirmed there is evidence of the above actionable items.	<div></div>	March 2023	C	3	3	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SAFE-22-03	<p>Conducting further investigations after identifying chemical hazards can lead to identification of root cause and in turn mitigation or elimination of the hazards.</p> <ul style="list-style-type: none">Submitted a procedure that includes a spot check, root cause analysis, and process for conducting a root cause investigation.Developed and distributed communication notifying WMATA staff of the chemical spot check root cause procedure.Submitted six months’ worth of evidence reflecting compliance with the new procedure.Confirmed there is evidence of the above actionable items.	<div></div>	December 2023	C	4	4	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SAFE-22-04	<p>Develop an Occupational Safety and Health (OSH) specific training matrix.</p> <ul style="list-style-type: none">Developed and submitted a training matrix.Confirmed there is evidence of the above actionable items.	<div></div>	December 2022	C	2	2	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SAFE-22-05	<p>Revise PTASP (rev 2.0), section 4.1.2, to clarify SMS audit requirements.</p> <ul style="list-style-type: none">Submitted the meeting notes from General Review meeting conducted for review and revision of Monitoring of Operational Safety Risk Mitigations.Submitted the revised draft of WMATA’s Public Transportation Agency Safety Plan (PTASP).Published and submitted the approved PTASP to central repository along with State Safety Oversight Agency certification.Confirmed there is evidence of the above actionable items.	<div></div>	February 2023	C	4	4	100% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SAFE-22-06	<p>Facilitate the development and maintenance of a library of JHAs that are available to all employees.</p> <ul style="list-style-type: none">Developed an internal directive to identify, create, and store Job Hazard Analyses (JHA) and provided evidence of completion.Create library for the storage of completed and current JHA and provide its electronic storage location.Roll-out the directive to appropriate departments and submit the communication notice.Confirm there is evidence of the above actionable items.	<div></div>	March 2023	O	4	1	25% <div><div></div></div> <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Track Maintenance (TRMN)					14	14	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TRMN-22-01	<p>Enforce developed safety procedures in the MSRPH and standard operating procedures to protect employees, passengers and WMATA property.</p> <ul style="list-style-type: none">Track & Structures partnered with the Safety department to analyze Track & Structures’ rail loading activities and submitted the analysis and hazard mitigation plan.Developed and distributed a maintenance bulletin identifying any safety standard updates, if necessary, and submitted receipt acknowledgements for active personnel.Developed and distributed a maintenance bulletin describing clear communication standards and disseminate to all employees and submit receipt acknowledgements for active personnel.Confirmed there is evidence of the above actionable items.	<div></div>	October 2022	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TRMN-22-02	<p>Enforce established work instructions and standard operating procedures when performing routine maintenance and inspections to provide a safer work environment and support quality standards.</p> <ul style="list-style-type: none">Submitted three months’ worth of completed fastener bolt installation quality control checklists.Submitted three months’ worth of completed fastener shim installation quality control checklists.Submitted three months’ worth of completed fastener stud torque quality control checklists.Submitted documentation showing ambient temperatures from May through September 2022 with corresponding heat ride complianceConfirmed there is evidence of the above actionable items.	<div></div>	August 2022	C	5	5	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TRMN-22-03	<p>Assure the availability of the proper tools for specific jobs and routine inspections.</p> <ul style="list-style-type: none">Developed and distributed a maintenance bulletin outlining the safe use, and condition of tools and equipment, and submited receipt acknowledgements for active personnel.Performed compliance checks identifying proper tool use for the individual jobs and verifying non-usage of damaged equipment and submitted three months’ worth of completed compliance checks.Confirmed there is evidence of the above actionable items.	<div></div>	November 2022	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-TRMN-22-04	<p>Revise and update Track and Maintenance governing documents as per OAP-108-02 (Document Control Policy).</p> <ul style="list-style-type: none">Updated and submitted procedures for quality assurance and positive communication .Confirmed there is evidence of the above actionable items.	<div></div>	September 2022	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Car Track Equipment Maintenance (CTEM)					19	17	89% <div><div></div></div> <div>80%85%90%95%100%</div>
QICO-CTEM-22-01	<p>Implement a fall protection system, which includes approved equipment, documented procedures, training, storage, and preventive maintenance requirements in all CTEM facilities.</p> <ul style="list-style-type: none">Obtained required fall protection equipment.Implemented maintenance and inspection plan.Conducted training on fall protection system.Confirmed there is evidence of the above actionable items.	<div></div>	October 2022	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-CTEM-22-02	<p>Develop and implement a plan to maintain compliance with safety and environmental regulations as it pertains to fire extinguisher inspections, facility safety inspections, and designation of compliance officers.</p> <ul style="list-style-type: none">Implemented quality control inspections of fire extinguishers.Recruitted and staffed a safety coordinator and ensured completion of relevant certifications.Conducted facility safety inspections.Confirmed there is evidence of the above actionable items.		October 2023	C	4	4	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
QICO-CTEM-22-03	<p>Establish and implement a comprehensive maintenance control plan and standardized manuals for all equipment.</p> <ul style="list-style-type: none">Identified missing equipment maintenance procedures and instructions.Created standardized procedures and instructions.Develop a maintenance control plan.Confirm there is evidence of the above actionable items.		July 2024	O	4	2	50% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
QICO-CTEM-22-04	<p>Develop a plan to maintain compliance with established shelf-life procedures.</p> <ul style="list-style-type: none">Developed a documented inspection procedure.Submitted shelf-life inspections.Confirmed there is evidence of the above actionable items.		December 2023	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
QICO-CTEM-22-05	<p>Develop and implement a process to improve work order data capture in Maximo for accuracy and consistency.</p> <ul style="list-style-type: none">Reviewed and revised component code options available for work orders.Updated standard operating procedure to include review of component codes before a work order may be closed.Revised component codes and submitted updated component code list.Confirmed there is evidence of the above actionable items.		August 2023	C	4	4	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Structures, Maintenance, and Inspection					21	15	71% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
QICO-STRC-22-01	<p>Implement job site procedures and perform documented quality control to verify compliance.</p> <ul style="list-style-type: none">Issued a job safety memorandum and submitted personnel acknowledgements.Submitted three months’ worth of compliance checks.Update equipment calibration procedure to include testing of rubber insulating gloves.Submitted a roster of personnel who received rubber insulating gloves, and evidence of testing, disposal, or purchase.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		January 2024	O/PD	5	3	60% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
QICO-STRC-22-02	<p>Establish an effective quality control plan for inspection report review.</p> <ul style="list-style-type: none">Issueed a structural inspection memorandum and submitted personnel acknowledgements.Submitted six months’ worth of compliance checks.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		July 2023	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-STRC-22-03	<p>Perform quality control to verify inspection reports and required documentation are attached to work orders.</p> <ul style="list-style-type: none">Created and submitted a formal inspection report template for the Silver Spring Transit Center.Submitted one quarter of completed inspection reports.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		March 2023	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-STRC-22-04	<p>Review and update all governing documentation past due for review.</p> <ul style="list-style-type: none">Updated and submitted the Structural Evaluation Technician job description.Updated and submitted the <i>Roadway Drain Cleaning</i> work instruction and submitted personnel acknowledgements.Updated and submitted the document control policy and submit personnel acknowledgements.Submitted proof of solicitation for updating the <i>Parking Garage Inspection and Maintenance Manual</i>.Submit the procurement Notice to Proceed.Update and submit the <i>Parking Garage Inspection and Maintenance Manual</i>.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		July 2025	O	7	4	57% <div><div></div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-STRC-22-05	<p>Review training transcripts and create a training plan to fully train all TRST Structures personnel.</p> <ul style="list-style-type: none">Developed and submitted a training matrix for Structures Maintenance and Inspections.Submitted evidence of personnel training completion.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		February 2024	O	3	2	67% <div><div></div><div></div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
Office of Car Maintenance					22	16	73% <div><div></div><div></div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CMNT-22-04	<p>Review and update procedures and operational governing documents per specified period with relevant safety and quality information.</p> <ul style="list-style-type: none">Developed and submitted a master document log.Coordinate internal review of procedures and submit all updated and approved documents in three semi-annual reports.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		June 2024	O	3	1	33% <div><div></div><div></div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CMNT-22-05	<p>Revise, update, and enhance the current Fleet Maintenance Management into a comprehensive maintenance control plan by incorporating all elements required by the PTASP.</p> <ul style="list-style-type: none">Identified missing elements and submitted a gap analysis.Submit a Maintenance Control Plan addressing identified gaps.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		June 2024	O	3	1	33% <div><div></div><div></div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-CMNT-22-06	<p>Reinforce compliance with facility safety inspection and hazard resolution process to support the ongoing risk management process.</p> <ul style="list-style-type: none">Reviewed and updated Form 50.951 <i>Shop Safety and Health Inspection Checklist</i> to include the inspection of safety compliance items.Submitted evidence of inspection verification for a period of three months for New Carrollton, Greenbelt, West Falls Church, and Shady Grove facilities.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		May 2023	C	3	3	<div><div>100%</div><div><div></div></div><div>0%20%40%60%80%100%</div></div>
QICO-CMNT-22-07	<p>Develop and implement policies and procedures to effectively manage the CMNT employees’ training system.</p> <ul style="list-style-type: none">Updated and submitted the training matrix to include required technical and safety courses.Updated Standard Operating Procedure (SOP) 2.04 <i>Attaining Job Classification Training Requirements</i> procedure to reflect current technical and safety course requirements and incorporated a periodic reporting requirement on facility compliance.Submitted the first quarterly report on training procedure implementation.Submit the second quarterly report on training procedure implementation.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		May 2024	O	5	3	<div><div>60%</div><div><div></div></div><div>0%20%40%60%80%100%</div></div>
QICO-CMNT-22-08	<p>Reinforce compliance with established supervisor duties and responsibilities.</p> <ul style="list-style-type: none">Submitted three monthly quality control audit compliance reports which have been acknowledged by shop superintendents.Submitted a sample of 20 supervisor audit reports for verification. If 100% compliance is not met, submitted an additional month of audit reports from all supervisors.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		November 2023	C	3	3	<div><div>100%</div><div><div></div></div><div>0%20%40%60%80%100%</div></div>
QICO-CMNT-22-09	<p>Develop and implement a process to improve work order data capture in Maximo for accuracy and consistency.</p> <ul style="list-style-type: none">Updated and submitted standard operating procedure (SOP) 301.04 Procedure for Recording Corrective Maintenance Work Order(s) for Class 1 Rail Vehicle.Submitted evidence of SOP distribution.Submitted three months’ worth of meeting reliability attendance and notes.Submitted evidence of generating and communicating three months’ worth of improvements to work order coding.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		October 2023	C	5	5	<div><div>100%</div><div><div></div></div><div>0%20%40%60%80%100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Areas of Focus: Engineering and Maintenance							
Silver Line Safety Certification (SLSC)					9	7	78% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SLSC-22-01	<p>Enforce implementation of quality control audits and establish departmental controls to include contractor oversight as well as detailed work instructions for item review and approval.</p> <ul style="list-style-type: none">Updated standard operating procedure for Certifiable Items List.Develop and submit contractor oversight controls.Developed process to fulfill quality audit requirements for future projects.Confirm there is evidence of the above actionable items.	<div></div>	December 2022	O/PD	4	2	50% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SLSC-22-02	<p>Create and maintain a master repository throughout the project life cycle for all safety certification documents and records.</p> <ul style="list-style-type: none">Identified a master repository and submitted recordkeeping documentation.Uploaded the applicable documents to the master repository.Confirmed there is evidence of the above actionable items.	<div></div>	February 2023	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-SLSC-22-03	<p>Develop a training matrix for all safety and security certification positions.</p> <ul style="list-style-type: none">Developed and submitted training matrix for each safety and security certification position.Confirmed there is evidence of the above actionable items.	<div></div>	September 2023	C	2	2	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
Advanced Mobile Flaggers Contract Oversight					11	11	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-AMF-22-01	<p>Create a documented process for evaluating contract compliance.</p> <ul style="list-style-type: none">Developed and submitted a procedure for evaluating contract compliance.Submitted three months’ worth of compliance checks.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	June 2023	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-AMF-22-02	<p>Update the requirements for Advanced Mobile Flagger personal protective equipment.</p> <ul style="list-style-type: none">Updated and submitted the Advanced Mobile Flagger’s (AMF) personal protective equipment in the <i>Metrorail Safety Rules & Procedures Handbook</i> .Conducted and submitted three months of AMF oversight reporting.Updated and submitted training curriculum to reflect updated personal protective equipment.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	May 2023	C	4	4	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-AMF-22-03	<p>Identify both internal and external customers of MSRPH and create a system to solicit and implement customer feedback.</p> <ul style="list-style-type: none">Identified internal customers using Advance Mobile Flagger program.Established working group and submitted the initial meeting invitation and agenda.Submitted a memorandum to detail the continued monitoring of safety hotlines and reporting on identified issues.Confirmed there is evidence of the above actionable items.		November 2023	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Engineering Modification Instruction Process (ENGA)					18	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-EMI-22-01	<p>Update SOP 114-02 to include clear circumstances of when an EMI is required and enforce adherence to P/I 4.14/3 instructions for emergency repairs.</p> <ul style="list-style-type: none">Update and submit Standard Operating Procedure (SOP) 114-02 <i>Engineering Modification Instruction</i> .Submit evidence of acknowledgement from of updated SOP 114-02 from active Engineering & Architecture personnel.Submit evidence of acknowledgement from of updated SOP 114-02 from active Maintenance of Way Engineering personnel.Submit six months’ worth of records of any emergency repairs performed by Engineering & Architecture.Submit six months’ worth of records of any emergency repairs performed by Maintenance of Way Engineering.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		March 2024	O	6	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-EMI-22-02	<p>Enforce adherence to EMI record archive according to existing guidance of SOP 114-02 and ATC 4000.</p> <ul style="list-style-type: none">Submit evidence of records completion and storage from September 2020 to September 2023.Submit evidence of acknowledgement on records completion and storage from active Engineering & Architecture personnel.Submit evidence of acknowledgement on records completion and storage from active Maintenance of Way Engineering personnel.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		February 2024	O	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-EMI-22-03	<p>Develop a training matrix for all ENGA and MOWE roles.</p> <ul style="list-style-type: none">Develop and submit an Engineering & Architecture training matrix which identifies all required training by job position.Develop and submit a Maintenance of Way Engineering training matrix which identifies all required training by job position.Submit training records as evidence of completed training for all active Engineering and Architecture personnel.Submit training records as evidence of completed training for all active Maintenance of Way Engineering personnel.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		March 2024	O	5	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-EMI-22-04	<p>Enforce revision of Policy Instructions and governing documents in accordance with the required revision periodicity and enforce implementation of SOP 121-10 document control guidelines.</p> <ul style="list-style-type: none">Update and submit Engineering & Architecture documented policies and procedures.Update and submit Maintenance of Way Engineering documented procedures.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		January 2024	O/PD	3	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Structure Maintenance, Training, and Engineering - Leak Mitigation					10	7	70% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-STLM-22-01	<p>Appropriately reporting defects into the system of records, eliminating any duplicate work orders, performing regular reviews, and evaluating the status of aged work plans for accurate traceability.</p> <ul style="list-style-type: none">Issued a memorandum to enforce adherence to SOP 208-07 Structures Inspection Section 12.1.3 TRST Assets.Submit six months' worth of compliance checks.Reviewed aged work plans to reclassify and/or close where appropriate.Conduct review to justify open aged work plans.Updated and submitted TRST 2000 Maintenance Control Plan.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		March 2024	O	6	3	50% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-STLM-22-02	<p>Follow the guidance provided in the Standard Operating Procedures and Work Instructions when performing job functions.</p> <ul style="list-style-type: none">Conducted and submitted three months' worth of quality control checks.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		April 2023	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-STLM-22-03	<p>Perform inspections and assure the removal of defective tools to avoid use at job locations.</p> <ul style="list-style-type: none">Issued a memorandum to enforce adherence to sections 4.88 and 4.89 Material Handling and Storage in the MSRPH.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		February 2023	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
ATC Maintenance, Training, and Engineering - Track Circuits					14	14	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-ATCM-22-01	<p>Develop a standardized inspection process post rail replacement maintenance support and include ATCE in report distribution.</p> <ul style="list-style-type: none">Updated post rail replacement activities and requirements.Submitted TWS evidence of information acknowledgement from active personnel.Submitted six months of implementation records.Confirmed there is evidence of the above actionable items.	<div></div>	July 2023	C	4	4	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-ATCM-22-02	<p>Procure and distribute prescribed testing equipment, and train ATCM personnel on the use of testing equipment as stated in the prevailing PMI/EIB procedures.</p> <ul style="list-style-type: none">Completed procurement of all required equipment.Developed and submit equipment user manual.Submitted evidence of information acknowledgement from active personnel.Delivered testing equipment and receipt of evidence.Conducted test equipment training from active personnel.Submitted testing equipment record.Confirmed there is evidence of the above actionable items.	<div></div>	July 2023	C	7	7	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-ATCM-22-03	<p>Enforce adherence to existing ATC MCP on field repairable parts and unused materials. Establish a process for the collection of materials.</p> <ul style="list-style-type: none">Developed a documented training procedure.Conducted a field visit.Confirmed there is evidence of the above actionable items.	<div></div>	February 2023	C	3	3	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
Car Maintenance Road Mechanics					7	7	100% <div><div></div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>
QICO-CMNT-22-01	<p>Establish and communicate defined hierarchy for determinations regarding trains removal from service.</p> <ul style="list-style-type: none">Issued a memorandum stating road mechanics decide if trains will be removed from service due to mechanical defects.Submitted acknowledgements from CMNT personnel.Submitted acknowledgements from ROCC.Confirmed there is reasonable evidence to support the completion of actionable items and performance measures.	<div></div>	February 2023	C	4	4	100% <div><div></div></div> <div><div></div><div>0%</div><div>20%</div><div>40%</div><div>60%</div><div>80%</div><div>100%</div></div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-CMNT-22-03	Define and implement comprehensive quality record system. <ul style="list-style-type: none">Developed and submitted file and file disposition plans.Communicated the file retention and disposition plans and submitted CMNT personnel acknowledgements.Confirm there is reasonable evidence to support the completion of actionable items and performance measures.	<div></div>	January 2024	O	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Engineering Modifications Instruction Process - CMOR					10	4	40% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CENV-22-01	Assess the need for changes in work strategies or working positions for overseeing of the internal instructions. <ul style="list-style-type: none">Conducted and submitted an assessment for personnel overseeing Engineering Modification Instructions and Manufacturing Service Instructions.Develop and submit a staffing and budget plans in response to findings.Develop and submit an implementation plan.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	June 2025	O	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CENV-22-02	Update the procedure for identifying completion criteria for engineering modification instructions. <ul style="list-style-type: none">Updated and submitted SOP <i>CMNT-301.04 Documenting Corrective Maintenance Work Orders</i> .Implemented updated SOP <i>CMNT-301.04 Documenting Corrective Maintenance Work Orders</i> .Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	December 2023	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-CENV-22-03	Monitor internal instruction creation. <ul style="list-style-type: none">Conduct two quarterly quality reviews and submit notification of completion.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2024	O	3	1	33% <div><div></div></div> <div>0%20%40%60%80%100%</div>
MetroBus Mid-Life Overhaul					8	8	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BMLO-22-01	Complete preventative maintenance at established intervals. <ul style="list-style-type: none">Revised and submitted the <i>Bus Midlife Overhaul Program</i> procedure.Updated Preventative Maintenance work orders for rehabilitated buses to reflect accurate maintenance intervals.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	September 2023	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-BMLO-22-02	Adhere to existing HOMT supervisor oversight procedures. <ul style="list-style-type: none">Issued a memorandum to emphasize the correct execution of quality control checks for supervisors.Adhered to <i>Bus Midlife Overhaul Program</i> procedure and completed all applicable fields.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		September 2023	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-BMLO-22-03	Adhere to existing HOMT & BUSV record retention policies. <ul style="list-style-type: none">Identified storage location of quality records for in-service and retired buses and provide photo evidence of migration to new location.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.		March 2023	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Areas of Focus: Service Delivery							
MetroAccess Services (MACS)					10	10	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MACS-22-01	Identify all core MACS oversight functions and develop associated processes and procedures. <ul style="list-style-type: none">Identified and submitted a master list of core processes and procedures.Submitted the final and signed processes and procedures.Confirmed there is evidence of the above actionable items.		July 2023	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MACS-22-02	Establish guidelines for contractor generated reports. <ul style="list-style-type: none">Identified and submitted a master list of all identified key performance reports.Developed and submitted documentation outlining the detailed requirements for each key performance report.Provided three months of reports reflecting the identified reporting requirements.Confirmed there is evidence of the above actionable items.		December 2023	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-MACS-22-03	Establish a central MACS document repository. <ul style="list-style-type: none">Identified the necessary requirements for a shared centralized repository and submit the finalized requirements.Implemented a centralized repository for use across business units and contractor groups and submitted evidence of implementation.Confirmed there is evidence of the above actionable items.		March 2023	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
2023 Quality Internal Review iCAPAs							
Areas of Focus: Engineering & Maintenance							
Radio Coverage					37	16	43% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-RADC-23-01	Enforce implementation of the established quality checks in accordance with the Maintenance Control Policy. <ul style="list-style-type: none">Developed and submitted On-the-Job Training materials.Submitted training records as evidence of completed training for 95% of active personnel.Submit six months' worth of Levels I and II site visit reports.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	March 2024	O	4	2	50% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-RADC-23-02	Enforce adherence to existing fire extinguisher inspection requirements in accordance with the Maintenance Control Policy. <ul style="list-style-type: none">Submitted an employee roster and acknowledgments from 95% of active personnel as evidence of procedure reinstruction.Performed a compliance assessment of monthly inspections and submit a report.Submitted verified Fire Life Safety asset location list.Updated and submitted the preventive maintenance schedule and record of annual inspection.Submitted six months’ worth of inspection reports.Confirmed there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	January 2024	C	6	6	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-RADC-23-03	Enforce utilization of a fresh, unfilled inspection form for each inspection. <ul style="list-style-type: none">Updated and submitted radio systems policy that includes minimum requirement of the Digital Audio Quality scoring system.Submitted employee roster and training acknowledgements from 95% of active personnel.Submit three months’ worth of completed audio quality forms.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	May 2024	O	4	1	25% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-RADC-23-04	Enforce equipment calibration requirements in accordance with the Maintenance Control Policy. <ul style="list-style-type: none">Developed a memorandum on calibration and testing equipment and submitted employee acknowledgments from 95% of active employees.Submitted an inventory log of test equipment used.Submit six months’ worth of inventory records.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	February 2024	O	4	2	50% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-RADC-23-05	Review and revise departmental documents in alignment with the established QMSP requirement. <ul style="list-style-type: none">Updated and submitted site visit reports forms.Updated and submitted a documented procedure to meet controlled document requirements.Update the Maintenance Control Policy to remove references to obsolete documents.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	November 2024	O	4	2	50% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-I-RADC-23-06	<p>Develop a documented process for updating and maintaining the Radio Outage Display (ROD) Map.</p> <ul style="list-style-type: none">Developed and submitted documented process along with employee acknowledgements from 95% of active personnel.Develop and submit a training curriculum.Submit employee training records from 95% of active personnel.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		July 2024	O	4	1	25% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-RADC-23-07	<p>Enforce adherence of storing and managing documents in accordance with the established guidance.</p> <ul style="list-style-type: none">Update and submit the Maintenance Control Policy section on repository for Preventive Maintenance records.Submit employee acknowledgements from 95% of active personnel.Submit notification of three months’ worth of quality control review is ready for verification.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		December 2024	O	4	0	0% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-RADC-23-08	<p>Enforce compliance with the training requirements and update the training matrix to include WMATA’s mandatory trainings.</p> <ul style="list-style-type: none">Developed and submitted training matrix.Update and submit Maintenance Control Policy to reflect new training matrix.Develop and submit document notifying employees of changes to training requirements.Develop and submit training plan.Complete and submit quarterly training report.Complete and submit quarterly training report.Confirm there is reasonable evidence to support completion of actionable items and performance measures.		September 2025	O	7	1	14% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
Emergency Trip Station (ETS) Maintenance & Egress					19	10	53% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-ETS-23-01	<p>Revise and adhere to ETS inspection and maintenance policies/procedures and comply with MSRPH regulations.</p> <ul style="list-style-type: none">Revised and submitted documented procedure.Conducted safety stand down and submitted evidence of acknowledgements from 95% of active applicable personnel.Confirmed there is evidence of the above actionable items.		April 2024	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-ETS-23-02	<p>Ensure all Roadway Job Safety Briefing (RJSB) forms accurately and completely document Roadway work.</p> <ul style="list-style-type: none">Submitted a reinstruction communication and evidence of acknowledgements from 95% of active applicable personnel.Submitted 3 months’ worth of completed Roadway Job Safety Briefing forms.Confirmed there is evidence of the above actionable items.		May 2024	C	3	3	100% <div><div></div></div> <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Emergency Egress Inspection & Maintenance					33	3	<div>9%</div> <div> <div></div> <div></div> </div> <div>0%20%40%60%80%100%</div>
QICO-I-EEIM-23-01	<p>Enforce the implementation of the established documented processes to assure emergency egresses are free of obstructions and maintain cleanliness.</p> <ul style="list-style-type: none"> Developed and submitted safety bulletin. Update and submit work instruction. Submit safety bulletin acknowledgements from 95% of active applicable personnel. Submit work instruction acknowledgments from 95% of active applicable personnel. Confirm there is evidence of the above actionable items. 		June 2024	O	5	1	<div>20%</div> <div> <div></div> <div></div> </div> <div>0%20%40%60%80%100%</div>
QICO-I-EEIM-23-02	<p>Enforce adherence to the documented departmental processes for Fire, Life and Safety Work Orders’ creation.</p> <ul style="list-style-type: none"> Develop and submit a work instruction. Submit work instruction acknowledgments from 95% of active applicable personnel. Submit first six months of Maximo Fire Life Safety (FLS) reports. Submit second six months of Maximo FLS reports. Confirm there is evidence of the above actionable items. 		May 2025	O	5	0	<div>0%</div> <div> <div></div> <div></div> </div> <div>0%20%40%60%80%100%</div>
QICO-I-EEIM-23-03	<p>Enforce adherence to the documented departmental processes for Fire, Life and Safety Work Orders’ creation.</p> <ul style="list-style-type: none"> Issue memorandum and submit acknowledgements from 95% of active applicable personnel. Submit first six months’ worth of Maximo reports. Submit second six months’ worth of Maximo reports. Confirm there is evidence of the above actionable items. 		April 2025	O	4	0	<div>0%</div> <div> <div></div> <div></div> </div> <div>0%20%40%60%80%100%</div>
QICO-I-EEIM-23-04	<p>Develop and enforce a documented process to prioritize repairs of safety critical issues identified within the emergency egress shafts.</p> <ul style="list-style-type: none"> Develop and submit a maintenance bulletin. Submit six months’ worth of meeting notes. Submit six months’ worth of Maximo work orders. Confirm there is evidence of the above actionable items. 		October 2024	O	4	0	<div>0%</div> <div> <div></div> <div></div> </div> <div>0%20%40%60%80%100%</div>
QICO-I-EEIM-23-05	<p>Develop and enforce a documented process to prioritize repairs of potential safety critical issues identified within the emergency egress shafts.</p> <ul style="list-style-type: none"> Develop and submit a maintenance bulletin. Submit three months’ worth of meeting notes (1 of 3). Submit quarterly report of work orders (1of 3) Submit three months’ worth of meeting notes (2 of 3). Submit quarterly report of work orders (2 of 3). Submit three months’ worth of meeting notes (3 of 3). Submit quarterly report of work orders (3 of 3). Confirm there is evidence of the above actionable items. 		February 2025	O	8	0	<div>0%</div> <div> <div></div> <div></div> </div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-I-EEIM-23-06	<p>Adhere to the current training requirements and complete all mandatory trainings.</p> <ul style="list-style-type: none"> Updated and submitted training matrix. Submitted a list of required training. Conduct and submit a gap analysis. Submit training records for 95% of active applicable personnel completed the required training. Confirm there is evidence of the above actionable items. 	<div></div>	December 2024	O	5	2	<div>40%</div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-EEIM-23-07	<p>Update departmental documents as prescribed within the QMSP standard.</p> <ul style="list-style-type: none"> Update and submit procedure. Confirm there is evidence of the above actionable item. 	<div></div>	April 2024	O	2	0	<div>0%</div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
CCTV System Wide Operations and Maintenance					21	0	<div>0%</div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-CCTV-23-01	<p>Enforce adherence to the established PMI frequency.</p> <ul style="list-style-type: none"> Review and submit a list of missing and duplicate preventive maintenance instructions. Submit eight months’ worth of completed preventive maintenance log sheets. Confirm there is evidence of the above actionable items. 	<div></div>	May 2025	O	3	0	<div>0%</div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-CCTV-23-02	<p>Install cameras in all public elevators.</p> <ul style="list-style-type: none"> Submit a list of public elevators without cameras. Develop and submit a project plan for camera installation. Submit the first quarterly implementation report. Submit the second quarterly implementation report. Confirm there is evidence of the above actionable items. 	<div></div>	February 2025	O	5	0	<div>0%</div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-CCTV-23-03	<p>Assign each CCTV a unique asset code in Maximo.</p> <ul style="list-style-type: none"> Develop and submit a documented process. Conduct reinstruction and submit acknowledgements from 95% of active personnel. Submit one quarters’ worth of completed corrective maintenance work orders. Confirm there is evidence of the above actionable items. 	<div></div>	November 2024	O	4	0	<div>0%</div> <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-CCTV-23-04	<p>Routinely inspect and monitor the rail yard CCTV system to improve safety and security.</p> <ul style="list-style-type: none"> Submit a list of rail yard cameras. Conduct and submit a gap analysis identifying how to address the listed cameras. Submit the first quarterly implementation report. Submit the second quarterly implementation report. Confirm there is evidence of the above actionable items. 	<div></div>	June 2025	O	5	0	<div>0%</div> <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-I-CCTV-23-05	Develop a documented procedure for closing CCTV Periodic Maintenance work orders.	<div></div>	November 2024	O	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
	<ul style="list-style-type: none">Conduct reinstruction and submit acknowledgements from 95% of active personnel.						
	<ul style="list-style-type: none">Submit the first quarterly report of completed corrective maintenance work orders.						
	<ul style="list-style-type: none">Submit the second quarterly report of completed corrective maintenance work orders.						
	<ul style="list-style-type: none">Confirm there is evidence of the above actionable items.						
Areas of Focus: Training & Compliance							
Training & Certification for Safety Sensitive (TCSS) Employees Operational Testing Program					70	21	30% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-TCSS-23-01	Enforce implementation of the confined space training program to assure all applicable personnel complete the confined space trainings and refresher.	<div></div>	February 2024	O	4	3	75% <div><div></div></div> <div>0%20%40%60%80%100%</div>
	<ul style="list-style-type: none">Conducted and submitted training assessment.						
	<ul style="list-style-type: none">Updated and submitted training matrix.						
	<ul style="list-style-type: none">Submitted training records of all required personnel.						
	<ul style="list-style-type: none">Confirm there is evidence of the above actionable items.						
QICO-I-TCSS-23-02	Enforce implementation of the confined space training program to assure all applicable personnel complete the confined space trainings and refresher.	<div></div>	July 2025	O	5	2	40% <div><div></div></div> <div>0%20%40%60%80%100%</div>
	<ul style="list-style-type: none">Updated and submitted training matrix.						
	<ul style="list-style-type: none">Developed and submitted training plan for all applicable personnel.						
	<ul style="list-style-type: none">Submit the first training plan report.						
	<ul style="list-style-type: none">Submit the second training plan report.						
QICO-I-TCSS-23-03	Enforce implementation of the confined space training program to assure all applicable personnel complete the confined space trainings and refresher.	<div></div>	November 2025	O	5	1	20% <div><div></div></div> <div>0%20%40%60%80%100%</div>
	<ul style="list-style-type: none">Updated and submitted training matrix.						
	<ul style="list-style-type: none">Develop and submit training plan for all applicable personnel.						
	<ul style="list-style-type: none">Submit the first training plan report.						
	<ul style="list-style-type: none">Submit the second training plan report.						
QICO-I-TCSS-23-04	Enforce implementation of the confined space training program to assure all applicable personnel complete the confined space trainings and refresher.	<div></div>	September 2025	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
	<ul style="list-style-type: none">Updated and submitted training matrix.						
	<ul style="list-style-type: none">Conducted training gap analysis and submitted non-compliance list.						
	<ul style="list-style-type: none">Submitted evidence of training compliance for 95% of active personnel.						
	<ul style="list-style-type: none">Confirmed there is evidence of the above actionable items.						
QICO-I-TCSS-23-05	Develop and enforce the implementation of Hot Work trainings to comply with WMATA Hot Work program and update the training matrix to include all required/updated trainings and refresher.	<div></div>	July 2025	O	5	2	40% <div><div></div></div> <div>0%20%40%60%80%100%</div>
	<ul style="list-style-type: none">Updated and submitted training matrix.						
	<ul style="list-style-type: none">Developed and submitted training plan for all applicable personnel.						
	<ul style="list-style-type: none">Submit the first training plan report.						
	<ul style="list-style-type: none">Submit the second training plan report.						
	<ul style="list-style-type: none">Confirm there is evidence of the above actionable items.						

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-I-TCSS-23-06	<p>Develop and enforce the implementation of Hot Work trainings to comply with WMATA Hot Work program, enforce the Forklift training, and update the training matrix to include all required/updated trainings and refresher.</p> <ul style="list-style-type: none">Updated and submitted training matrix.Develop and submit training plan for all applicable personnel.Submit the first training plan report.Submit the second training plan report.Confirm there is evidence of the above actionable items.	<div></div>	November 2025	O	5	1	20% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-TCSS-23-07	<p>Develop and enforce the implementation of Hot Work trainings to comply with WMATA Hot Work program, enforce the Forklift training, and update the training matrix to include all required/updated trainings and refresher.</p> <ul style="list-style-type: none">Submit employee roster and evidence of training compliance for 95% of active personnel.Confirm there is evidence of the above actionable items.	<div></div>	April 2024	O	2	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-TCSS-23-08	<p>Develop and implement a training procedure detailing training and certification requirement, scheduling, and tracking.</p> <ul style="list-style-type: none">Developed and submitted training procedure.Conducted safety stand down and submitted acknowledgements from 95% of active personnel.Confirmed there is evidence of the above actionable items.	<div></div>	March 2024	C	3	3	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-TCSS-23-09	<p>Create and/or update training matrices to include all required trainings.</p> <ul style="list-style-type: none">Updated and submitted training matrix.Confirmed there is evidence of the above actionable items.	<div></div>	December 2023	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-TCSS-23-10	<p>Create and/or update training matrices to include all required trainings.</p> <ul style="list-style-type: none">Updated and submitted training matrix.Confirmed there is evidence of the above actionable items.	<div></div>	December 2023	C	2	2	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-TCSS-23-11	<p>Revise all job descriptions in accordance with HR-TA-P02-00 to assure they are up to date.</p> <ul style="list-style-type: none">Identified and submitted a list of job descriptions requiring revision.Revise and submit job descriptions.Confirm there is evidence of the above actionable items.	<div></div>	August 2024	O	3	1	33% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-TCSS-23-12	<p>Revise all job descriptions in accordance with HR-TA-P02-00 to assure they are up to date.</p> <ul style="list-style-type: none">Revise and submit technician job descriptions.Confirm there is evidence of the above actionable items.	<div></div>	August 2024	O	2	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-R-TCSS-23-13	<p>Develop formal work instructions documenting Yard Practical Training and administration controls.</p> <ul style="list-style-type: none">Develop and submit a documented electronic records repository process.Submit an employee roster and acknowledgements from 95% of active, applicable personnel.Submit a list of records uploaded to the repository as evidence of implementation.Confirm there is evidence of the above actionable items.		July 2025	O	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-R-TCSS-23-14	<p>Create and implement plans and controls for Bus Maintenance to adhere to existing Hot Work Program requirements.</p> <ul style="list-style-type: none">Update and submit a documented training process.Submit an employee roster and acknowledgements from 95% of active, applicable personnel.Submit training records for 95% of active applicable personnel.Confirm there is evidence of the above actionable items.		February 2025	O	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-R-TCSS-23-15	<p>Create and implement plans and controls for Car Maintenance to adhere to existing Hot Work Program requirements.</p> <ul style="list-style-type: none">Identify and submit a list of personnel non-compliant with Hot Works Program training requirements.Conduct and submit a gap analysis to determine necessary procedure revisions.Update and submit procedure.Submit a roster and training records from 95% of active, applicable personnel.Confirm there is evidence of the above actionable items.		September 2024	O	5	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-R-TCSS-23-16	<p>Develop and implement controls to ensure effective and repeatable completion of train operator training forms within the Performance Standardization Program Manual.</p> <ul style="list-style-type: none">Update and submit the Performance Standardization Program Manual.Update and submit the Job Task Proficiency Evaluation Form.Submit acknowledgements from all active, applicable personnel.Submit three months’ worth of completed evaluation forms.Confirm there is evidence of the above actionable items.		October 2024	O	5	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-R-TCSS-23-17	<p>Develop and implement a documented bus maintenance training procedure which details scheduling responsibilities and compliance tracking.</p> <ul style="list-style-type: none">Develop and submit a documented process.Submit personnel roster and acknowledgements from 95% of active, applicable personnel.Submit evidence of maintenance-related training enrollment.Submit three months’ worth of training reports.Confirm there is evidence of the above actionable items.		December 2024	O	5	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-R-TCSS-23-18	<p>Create or update bus maintenance training matrices which include all positions and required trainings.</p> <ul style="list-style-type: none">Develop and submit a training matrix.Confirm there is evidence of the above actionable item.		April 2024	O	2	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-R-TCSS-23-19	<p>Comply with existing document control requirements; review and revise all training related Rail Transportation procedures and manuals.</p> <ul style="list-style-type: none">Update and submit manuals and work instructions.Submit roster and acknowledgements from all active, applicable personnel.Confirm there is evidence of the above actionable items.	<div></div>	May 2024	O	3	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Operations Compliance & QA Functions					56	14	25% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-OCQ-23-01	<p>Enforce compliance personnel activities that are aligned with their respective job descriptions.</p> <ul style="list-style-type: none">Conduct and submit a gap analysis.Develop and submit a documented compliance program to address identified gaps.Submit records of compliance program implementation.Confirm there is evidence of the above actionable items.	<div></div>	July 2025	O	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-OCQ-23-02	<p>Enforce compliance personnel activities that are aligned with their respective job descriptions.</p> <ul style="list-style-type: none">Conduct and submit an assessment report.Conduct and submit a gap analysis.Develop and submit a documented compliance program to address identified gaps.Confirm there is evidence of the above actionable items.	<div></div>	April 2025	O	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-OCQ-23-03	<p>Enforce compliance personnel activities that are aligned with their respective job descriptions.</p> <ul style="list-style-type: none">Develop and submit a documented compliance program and memorandum outlining all changes made to current compliance practices.Disseminate updated compliance program and submit acknowledgements from 95% of applicable personnel.Confirm there is evidence of the above actionable items.	<div></div>	July 2024	O	3	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-OCQ-23-04	<p>Enforce compliance personnel activities that are aligned with their respective job descriptions.</p> <ul style="list-style-type: none">Conduct and submit an assessment report.Conduct and submit a gap analysis.Develop and submit a documented compliance program to address identified gaps.Confirm there is evidence of the above actionable items.	<div></div>	April 2024	C	4	4	100% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-OCQ-23-05	<p>Enforce adherence to the established compliance check requirements.</p> <ul style="list-style-type: none">Update and submit documented process to require compliance checks.Submit three months’ worth of compliance checks.Confirm there is evidence of the above actionable items.	<div></div>	April 2025	O	3	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
Elevators and Escalators Services 2023					10	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-ELES-23-01	<p>Implement a process to improve availability of Elevators and Escalators inspection certificates on departmental interactive map and timely completion of annual inspection work orders.</p> <ul style="list-style-type: none">Submit a list of assets with current certificates and completed inspections.Submit an inspections schedule and work order tracking matrix as evidence of adherence to documented procedure.Submit schedule of past due inspections with justified extensions.Confirm there is evidence of the above actionable items.	<div></div>	July 2024	○	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-ELES-23-02	<p>Reinforce compliance with established supervisor duties and responsibilities.</p> <ul style="list-style-type: none">Submit three months of Quality Assurance inspection reports and roster of employees.Submit a snapshot of Quality Assurance tracker.Confirm there is evidence of the above actionable items.	<div></div>	November 2024	○	3	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-ELES-23-03	<p>Develop and implement a process to verify comb plate impact testing is compliant with the Maintenance Control Plan (MCP).</p> <ul style="list-style-type: none">Update and submit procedure and manual.Submit a roster and acknowledgements from 95% of active personnel.Confirm there is evidence of the above actionable items.	<div></div>	November 2024	○	3	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
Infrastructure Engineering, Architecture, Design, Modification Configuration & Controls					25	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-ENGA-23-01	<p>Complete all mandatory training requirements in accordance with the training matrix.</p> <ul style="list-style-type: none">Update and submit training matrix for all applicable personnel.Submit first 3 months’ worth of training records demonstrating compliance with training requirements, Report I.Submit second 3 months’ worth of training records.Confirm there is reasonable evidence to support completion of actionable items and performance measures	<div></div>	November 2024	○	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
QICO-I-ENGA-23-02	<p>Complete all mandatory training requirements in accordance with the training matrix.</p> <ul style="list-style-type: none">Update and submit training matrix for all applicable personnel.Submit first 3 months’ worth of training records demonstrating compliance with training requirementsSubmit second 3 months’ worth of training records demonstrating compliance with training requirements.Confirm there is reasonable evidence to support completion of actionable items and performance measures.	<div></div>	January 2025	○	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>

iCAPA #	Actionable Items	Risk Rating	Original Estimate to Request Closure	iCAPA Status	Total Action Items	Action Items Submitted	Actionable Items Status Bar
QICO-I-ENG-23-03	Develop a training matrix and adhere to the training requirements and complete all mandatory trainings.	<div></div>	November 2024	O	7	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
	• Develop and submit training matrix for all applicable Mechanical Engineering personnel.						
	• Develop and submit training matrix for all applicable Architecture personnel.						
	• Submit first 3 months' worth of training records demonstrating Mechanical Engineering compliance with training requirements.						
	• Submit first 3 months' worth of training records demonstrating Architecture compliance with training requirements.						
	• Submit second 3 months' worth of training records demonstrating Mechanical Engineering compliance with training requirements.						
	• Submit second 3 months' worth of training records demonstrating Architecture compliance with training requirements.						
QICO-I-ENG-23-04	Develop a training matrix and adhere to the training requirements and complete all mandatory trainings.	<div></div>	January 2025	O	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
	• Develop and submit training matrix for all applicable personnel.						
	• Submit first 3 months’ worth of training records demonstrating compliance with training requirements.						
	• Submit second 3 months’ worth of training records demonstrating compliance with training requirements.						
	• Confirm there is reasonable evidence to support completion of actionable items and performance measures.						
QICO-I-ENG-23-05	Develop a training matrix and adhere to the training requirements and complete all mandatory trainings.	<div></div>	February 2025	O	4	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
	• Develop and submit training matrix for all applicable personnel.						
	• Submit first 3 months’ worth of training records demonstrating compliance with training requirements.						
	• Submit second 3 months’ worth of training records demonstrating compliance with training requirements.						
	• Confirm there is reasonable evidence to support completion of actionable items and performance measures.						
QICO-I-ENG-23-06	Update departmental documents as prescribed within the QMSP standard.	<div></div>	June 2024	O	2	0	0% <div><div></div></div> <div>0%20%40%60%80%100%</div>
	• Update and submit documented process.						
	• Confirm there is reasonable evidence to support completion of actionable items and performance measures.						