

WHAT WE DO



What is QICO?

The Office of Quality Assurance, Internal Compliance & Oversight (QICO) is an internal management function that partners with other departments to provide an objective review. QICO and the internal review process are authorized by the General Manager as outlined in the [Quality Management System Plan \(QMSP\)](#).

Why QICO Performed These Reviews?

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

- Bus Operations Communication Center
- Metrorail Stations Americans with Disabilities Act Compliance
- Escalator Replacement Project
- Drug and Alcohol Policy and Testing Program

QICO's Methodology:

- Develop relevant review activities by identifying and assessing risks to policies, procedures & standards, quality & compliance, and traceability.
- Review documentation, observe processes and interview key personnel.
- Rate findings and required actions based on level of risk, which ranges on a scale from "Insignificant" to "High".

WHAT WE FOUND | CYQ2/Q3 INTERNAL REVIEWS

Oct 2019

	6. Bus Operations Communication Center	
Service Delivery	Wins: <ul style="list-style-type: none">✓ BOCC satisfied all requirements pertaining to the 2015 FTA CAPs.✓ Adequate adherence to established policies and procedures.	
	Action Areas Identified During Review: <ul style="list-style-type: none">- Establishment of a formal quality control plan is essential for monitoring and improving BOCC activities.- A defined certification program promotes proper skills management.	
Capital Program	7. Metrorail Stations Americans with Disabilities Act Compliance	
	Wins: <ul style="list-style-type: none">✓ Rail station compliance with accessibility requirements promotes safe and reliable service delivery.	
	Action Areas Identified During Review: <ul style="list-style-type: none">- Effective maintenance of platform edge lighting is important to maintain reliable indication of platform edges and approaching trains at stations.	
Safety	8. Escalator Replacement Project	
	Wins: <ul style="list-style-type: none">✓ ELES has documented Lessons Learned which will help ensure the improvement of future ELES Rehabilitation projects.✓ ELES has effectively utilized plywood partitions to isolate the working zones which ensures a safe work environment.✓ In addition to the technical certifications, ELES inspectors have manuals on-hand to ensure consistency and compliance with standards.	
	9. Drug and Alcohol Policy and Testing program	
	Wins: <ul style="list-style-type: none">✓ Full compliance with the Department of Transportation (DOT)/Federal Transit Administration (FTA) requirements set forth in 49 CFR parts 40 and 655.	

Note: An itemized internal Corrective and Preventive Action (iCAPA) is developed for each required action to achieve effective and measurable resolution of identified concerns. To check the status of iCAPA implementation go to: wmata.com/initiatives/transparency/.

WHAT WE WILL DO MOVING FORWARD

Key Takeaways

6. *A robust quality control plan is essential to monitor and improve BOCC operations.*
 - Develop a Quality Control Plan (QCP) and a controlled curriculum that encompasses all training aspects for BOCC to promote consistent department performance.
 - For details on committed action plans see the following iCAPAs: QICO-BOCC-19-01 and QICO-BOCC-19-02.
7. *Identification and completion of required maintenance pertaining to ADA related assets at rail station facilities is necessary to continuously facilitate quality and safe service.*
 - Assess state of platform edge light elements system-wide and prioritize repairs to ensure stations with malfunctions are addressed in a timely fashion.
 - For details on committed action plans see the following iCAPAs: QICO-ADA-17-01, QICO-ADA-17-02, and QICO-ADA-18-01.

Key Takeaways

8. *Documented Lessons Learned promotes the utilization of project best practices towards the success of future projects.*

Key Takeaways

9. *WMATA's Drug and Alcohol Program incorporates proactive compliance measures to ensure federal testing parameters are met.*