The Total Quality Management (TQM) model is comprised of the following key elements:

**Total**
Quality Management involves everyone and all processes

**Quality**
The degree to which the service meets or exceeds children and families expectations

**Management**
How the organization will support staff to achieve expected outcomes and enhance their daily practice

**(Total + Quality + Management =)**
Total Quality Management

**TQM**
A way of thinking about continuously improving the quality of practice, processes and outcomes.