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.

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\text{(Total + Quality + Management = Total Quality Management)}
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**TQM**

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

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**Continuous Quality Improvement Plan (CQIP)**

Change and progress is viewed as a continuous cycle with four basic steps: Gather, Reflect, Commit and Action. The Continuous Quality Improvement Plan (CQIP) is a tool that supports EYCC programs to move forward together.

“Thinking about pedagogy provides a new way for educators to consider their work. It helps educators to:
- Look more carefully at the what they do each and every day;
- Think about the why of their practice;
- Understand more deeply how their actions have an impact on children and their families.” How Does Learning Happen?, p. 16.

Part 1
Submission November 15

Part 2
Submission June 30