

Appendix 6 - EYE Info Graphics



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

<b>Total</b>	Quality Management involves everyone and all processes
<b>Quality</b>	The degree to which the service meets or exceeds children and families expectations
<b>Management</b>	How the organization will support staff to achieve expected outcomes and enhance their daily practice
<b>(Total + Quality + Management = Total Quality Management)</b>	
<b>TQM</b>	A way of thinking about continuously improving the quality of practice, processes and outcomes.



**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.*

