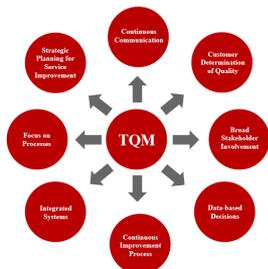


Ryan Kapa, Ph.D., Keli Bussell, Alexis Little, David Julian, Ph.D., & Melissa Ross, Psy.D

CETE's Results Management Team subscribes to the philosophy of Total Quality Management (TQM)

- 8 principles of TQM<sup>1</sup>
- Used in program improvement planning process – creation of logic models to outline action steps
- Utilized to provide “quality assurance” to health and social service programs  
 Differs slightly from most quality assurance programs



### TQM versus Quality Assurance<sup>2</sup>

	TQM	QA
1.	Evaluates processes to benefit programs	1. Identifies processes that affect efficiency and effectiveness
2.	Involves all stakeholders throughout the process to design the most effective procedures	2. Focuses on short-term benefits for programs

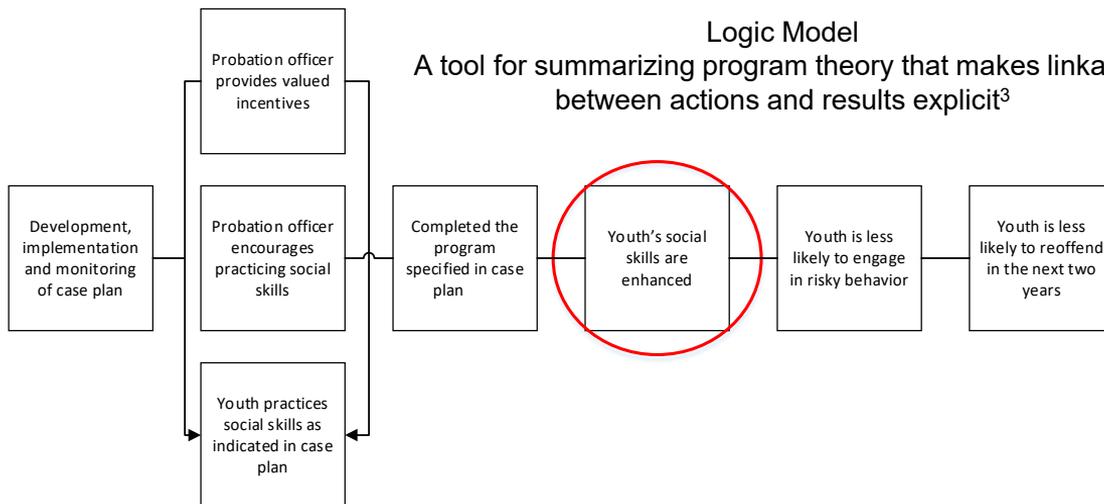
Logic models help facilitate program planning, data collection/analysis, and evaluation/improvement. Evaluation and improvement are central in the quality assurance process and have practical applications in local and statewide programming. However, there is little empirical evidence related to the development of quality assurance programs in juvenile courts.

CETE's recent collaboration with the Juvenile Court initiative seeks to close this gap in the literature through our planning and evaluation work. The logic model is a critical tool in this work. CETE's use of the logic model serves as the basis for several critical activities:

1. **Defining the Result(s) of Accountability** that are feasible to achieve for at least some intervention targets.
2. **Defining the Intervention Cycle** or the time required to produce the result of accountability.
3. **Specifying Key Evaluation Questions** that can be tested.
4. **Designing Evaluation Procedures and Collecting Relevant Data** associated with each evaluation question is important for collecting and managing data.
5. **Engaging in Program Improvement Planning** in a formal session designed to improve the intervention for the next intervention cycle.

### Logic Model

A tool for summarizing program theory that makes linkages between actions and results explicit<sup>3</sup>



### References

1. American Society for Quality. (n.d.). Total quality management principles: The eight elements of TQM. Retrieved from <http://asq.org/learn-about-quality/total-quality-management/overview/overview.html>.
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3. W. K. Kellogg Foundation (2001). W. K. Kellogg Foundation Logic Model Development Guide. Available at <http://www.wkcf.org>