



Establishing an
Organization's
Standards of Quality

World Forum MSO October, 2008

Remembering...
Quality is not an
ADD-ON

- Strategic Steps

Review Mission,
Vision, and Values

Steps (cont'd)

Determine your core reason for being in the child care business

- and how that connects to quality
- operationalize that core statement

Brainstorm Potential Standards of Quality

- External
- Internal
- Future

Be sure to ask.....

- Do your quality standards meet & express your mission?
- How do we now get organizational buy-in?
- Who is responsible for that quality integration plan; and by when?

Our Easter Seals story

- Mission
- CDC launch
- All abilities
- Inclusion Operating Standards
- Beyond

For Your Organization

Ask...

“How will we know
when we’re
succeeding?”

Organizationally!!

Answer the

“SO WHAT”

questions

Future Questions to Ponder

1. Is it possible to create a system of quality without federal support?

Questions (cont'd)

2. When we measure and discuss quality, do we look at the ceiling (our best) or at the floor (our poorest)?

Questions (cont'd)

3. If we are treating parents as partners, why are we afraid of measuring and discussing child outcomes?

Questions (cont'd)

4. Where have we failed as educators given the workforce challenges that we now face?

THANK YOU

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