



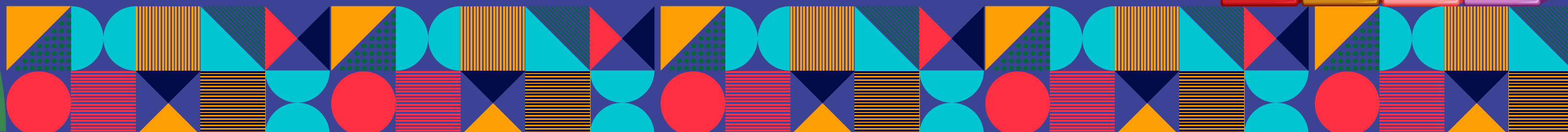
FEF–OSC COACHING SESSIONS





Programme Quality

October 2025



Session Objectives

What we will achieve

- Explore what programme quality means in our contexts
- Reflect on practical ways to improve quality within constraints
- Share experiences, tools, and practices that work from our last workshop and personal experiences

Programme Quality...what does it really mean?

What does quality mean to you – in life, in work, in programmes?



Programme Quality Management refers to the structured process of ensuring that all aspects of a programme, right from design to delivery, meet defined standards of excellence, relevance, and effectiveness.

The goal is for the programme to truly deliver value to the people it serves.

PQM Practical tools

- **Quality frameworks: structured set of principles, standards, and commitments that guide how programmes are designed, implemented, and evaluated.**
- **Logical frameworks and results chains: – (Logframe) outlines inputs, activities, outputs, outcomes, and impact (showing the cause-effect relationships) while Results Chain organizes expected results in “if-then” logic, helping teams track progress and clarify accountability.**
- **Quality assurance reviews: assessments conducted at key stages of a programme to ensure it meets defined quality standards**
- **Stakeholder feedback mechanisms: tools and processes that allow communities, partners, and other stakeholders to share their views on programme design, delivery, and impact.**



PQM Practical tools

- **Configuration and change management systems:** – Configuration Management tracks all components of a programme (e.g., documents, systems) to ensure consistency while Change Management ensures that any updates or shifts — whether technical or strategic — are planned, approved, and communicated.

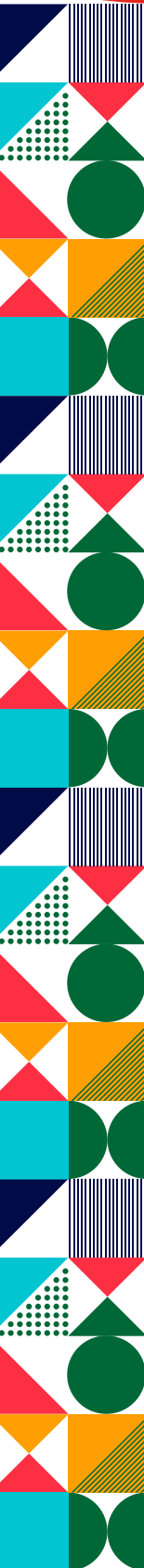
How do we know our programme is truly making a difference — and how do ourselves, our communities, and our donors?



Q1. What are the exact measures that guarantee program quality?

What do we mean by 'program quality' in our context, and how do we know when we've achieved it?

- Can quality ever be guaranteed?
- What indicators or dimensions do we use?
- How do we know when we've achieved quality?



Q2. How can program quality be improved without significant effects on program constraints?

How do we balance quality with the realities of limited time, budget, and capacity?

- What small shifts have made a big difference?**
- How do we prioritize quality when resources are tight?**
- What creative solutions have you tried?**



Q3. What are the key steps and best practices for ensuring program quality?

What habits or systems have helped you consistently deliver quality in your programs?

- What habits or systems support consistent quality?
- How do we embed learning and feedback?
- What role does community or stakeholder input play?



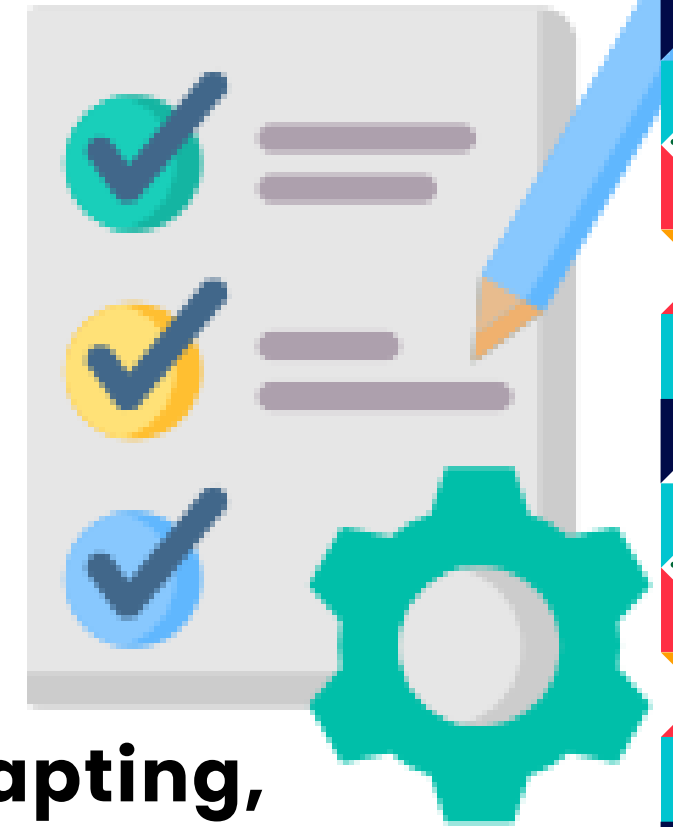
Insights from Workshop Group Work

Case Study: Strengthening Girls' School Retention in Kaduna State



Insights from Workshop Group Work

- **The problem wasn't lack of effort — it was lack of adaptation. Despite 80% of activities completed, outcomes were weak.**
- **Adaptive, low-cost ways to strengthen programme quality and outcomes:**
 - **Strengthen Feedback and Learning**
 - **Build Deeper Community Ownership**
 - **Prepare for Context & Risk**
 - **Embed Continuous Quality Practices**
- **Programme quality isn't about doing more — it's about listening, adapting, and engaging context early and often.**



**Which of these ideas triggers
thoughts around your current
project?**

**What is one idea you are taking away
from today?**

Thank you

