



# TAIQoS

## The Total Approach for Improving the Quality of Services

An AHNi Program Framework for transforming service delivery across health, education, climate change, governance, and livelihoods in Nigeria

# Executive Summary

The Total Approach for Improving the Quality of Services (TAIQoS) is Achieving Health Nigeria Initiative (AHNi)'s signature framework for ensuring that services across all sectors are **people-centered, system-driven, data-informed, and continuously improving.**

It draws its strength from both practice and theory. Rooted in Human-Centered Design, Systems Theory, Transformational Leadership, Total Quality Management, and Social Accountability, TAIQoS brings together AHNi's values of Respect, Integrity, Dedication, Accountability, and Responsiveness (RIDAR) into a holistic model.

The framework ensures that every AHNi intervention is inclusive, accountable, and sustainable, delivering quality services that communities can own and governments can institutionalize.



**Key Impact:** TAIQoS transforms fragmented service delivery into integrated, community-owned solutions that deliver measurable results for Nigeria's most vulnerable populations.

# Vision, Mission & Core Values

## Vision

A healthy and safe society where everyone thrives

## Mission

Improved quality of life for poor and vulnerable groups through inclusive and innovative community-led programming



## Respect

Honoring the dignity and worth of every individual and community we serve



## Integrity

Maintaining the highest ethical standards in all our actions and decisions



## Dedication

Unwavering commitment to improving lives and strengthening communities



## Accountability

Taking responsibility for our actions and delivering on our promises



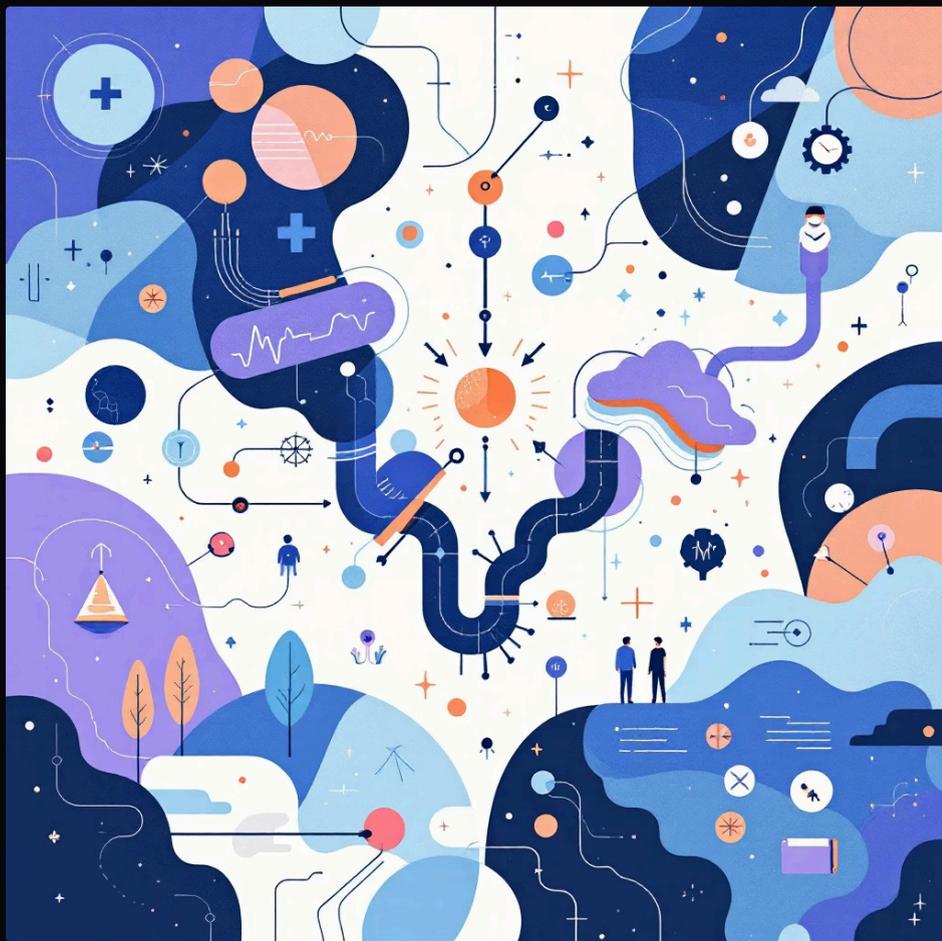
## Responsiveness

Adapting quickly to community needs and changing circumstances

# Why TAIQoS?

## The Challenge

Service delivery is often fragmented, with overlapping efforts, inefficiencies, and gaps in quality. Communities demand respectful, accessible, and reliable services, while donors require measurable, cost-effective, and sustainable outcomes.



## The Solution

TAIQoS responds by providing a comprehensive, structured approach that **strengthens systems, integrates partners, and ensures that services are continuously optimized for quality.**



1

### Fragmented Services

Overlapping efforts and quality gaps

2

### TAIQoS Framework

Comprehensive, structured approach

3

### Quality Outcomes

Optimized, sustainable services

# Core Principles of TAIQoS

Five foundational principles guide every aspect of our approach, ensuring services are truly transformative and sustainable.

1

## People-Centered Services

**Theory:** Human-Centered Design and Participatory Development

**Practice:** Communities and beneficiaries co-design interventions, provide feedback, and evaluate performance

**Example:** ART refill models are designed with input from clients to ensure convenience and adherence

2

## System Strengthening

**Theory:** General Systems Theory and WHO Health Systems Building Blocks

**Practice:** AHNi strengthens leadership, supply chains, data systems, and human resources in an integrated way

**Example:** Ensuring trained staff, functioning labs, and uninterrupted supply of commodities simultaneously

3

## Data-Driven Decisions

**Theory:** Evidence-Based Practice and Deming's PDCA cycle

**Practice:** Real-time dashboards, automated validation, and weekly performance reviews guide decision-making

**Example:** When data shows delayed viral load results, immediate engagement with labs closes the gap

4

## Integration & Coordination

**Theory:** Network Governance and Integrated Service Delivery

**Practice:** Programs coordinate through joint calendars, integrated outreach, and cross-sector collaboration

**Example:** Combining HIV, TB, maternal care, and nutrition services in one outreach

5

## Accountability & Responsiveness

**Theory:** Social Accountability and Stewardship Theory

**Practice:** RACI matrices define responsibilities, complaints are logged, and action is taken within set timelines

**Example:** Facility leads report stockouts, cluster leads follow up, and state offices resolve within 48–72 hours

# The Six Strategic Pillars of TAIQoS

Our comprehensive framework is built on six interconnected pillars that work together to transform service delivery.



## Governance & Leadership

**Theory:** Transformational Leadership and Good Governance Principles

Effective leadership provides direction, ensures accountability, and motivates change through State Quality Barazas and facility CQI teams.



## Service Delivery Optimization

**Theory:** Lean Six Sigma and Operations Management

Services are fast, reliable, and client-friendly through standardized protocols and streamlined client flow.



## Community Engagement & Ownership

**Theory:** Arnstein's Ladder of Participation and Empowerment Theory

Communities move from passive recipients to active co-owners through Health Committees and scorecards.



## Capacity Strengthening & Workforce Development

**Theory:** Human Capital Theory and Adult Learning Theory

Skilled staff through competency-based training, mentoring, and peer exchanges ensure quality services.



## Digital Transformation & Data Systems

**Theory:** Diffusion of Innovation and Information Systems Theory

Technology leveraged through interoperable EMRs, dashboards, and mobile tools for real-time insights.



## Quality Assurance & Continuous Improvement

**Theory:** Total Quality Management and Kaizen

Quality constantly monitored and improved through monthly mini-audits and PDCA cycles.

# The TAIQoS Program Cycle

Our systematic approach ensures continuous improvement through a structured six-phase cycle that keeps communities and quality at the center.

## Assessment

Identify needs and gaps with communities and government

*Example: Conduct facility readiness assessment to identify staff shortages or equipment gaps*

## Sustainability & Transition

Hand over successful models to government and communities

*Example: State governments adopt ART refill clubs into their annual operational plans*

## Learning & Adaptation

Use feedback and evidence to refine interventions

*Example: If uptake is low, adjust service days or communication strategies*

## Design & Co-Creation

Develop solutions jointly with stakeholders

*Example: Co-design differentiated service delivery models with input from clients*

## Implementation

Roll out solutions in facilities and communities

*Example: Introduce new refill models in selected facilities as pilots*

## Monitoring & Quality Assurance

Track progress and check compliance with standards

*Example: Dashboards highlight performance gaps, triggering immediate corrective actions*



# Cross-Cutting Enablers

Four essential enablers ensure our framework addresses systemic challenges and maximizes impact across all interventions.



## Gender Equality & Social Inclusion (GESI)

Services must be inclusive of women, youth, people with disabilities, and marginalized groups.

**Example:** Facilities are equipped with ramps and sign language interpreters to ensure accessibility for all.



## Innovation & Technology

New ideas are tested and scaled if effective, leveraging technology to overcome barriers.

**Example:** Solar-powered tablets enable real-time data entry in remote areas without reliable electricity.



## Partnership & Collaboration

AHNI works with governments, donors, CSOs, and private sector to maximize resources and impact.

**Example:** Joint supervision visits by AHNI, State Ministry of Health, and donors ensure coordinated support.



## Risk Management & Resilience

Plans are in place to maintain services during shocks and emergencies.

**Example:** Pre-positioning ARVs in conflict-prone LGAs before roads are cut off by insecurity or flooding.

# Accountability Structure & Expected Outcomes

## RACI Accountability Model

TAIQoS uses a clear RACI model to ensure everyone knows their role:

### Responsible

Program teams, cluster leads, facility staff who execute daily operations

### Accountable

Senior management, donors, Board of Trustees who ensure delivery

### Consulted

Government, partners, communities who provide input and expertise

### Informed

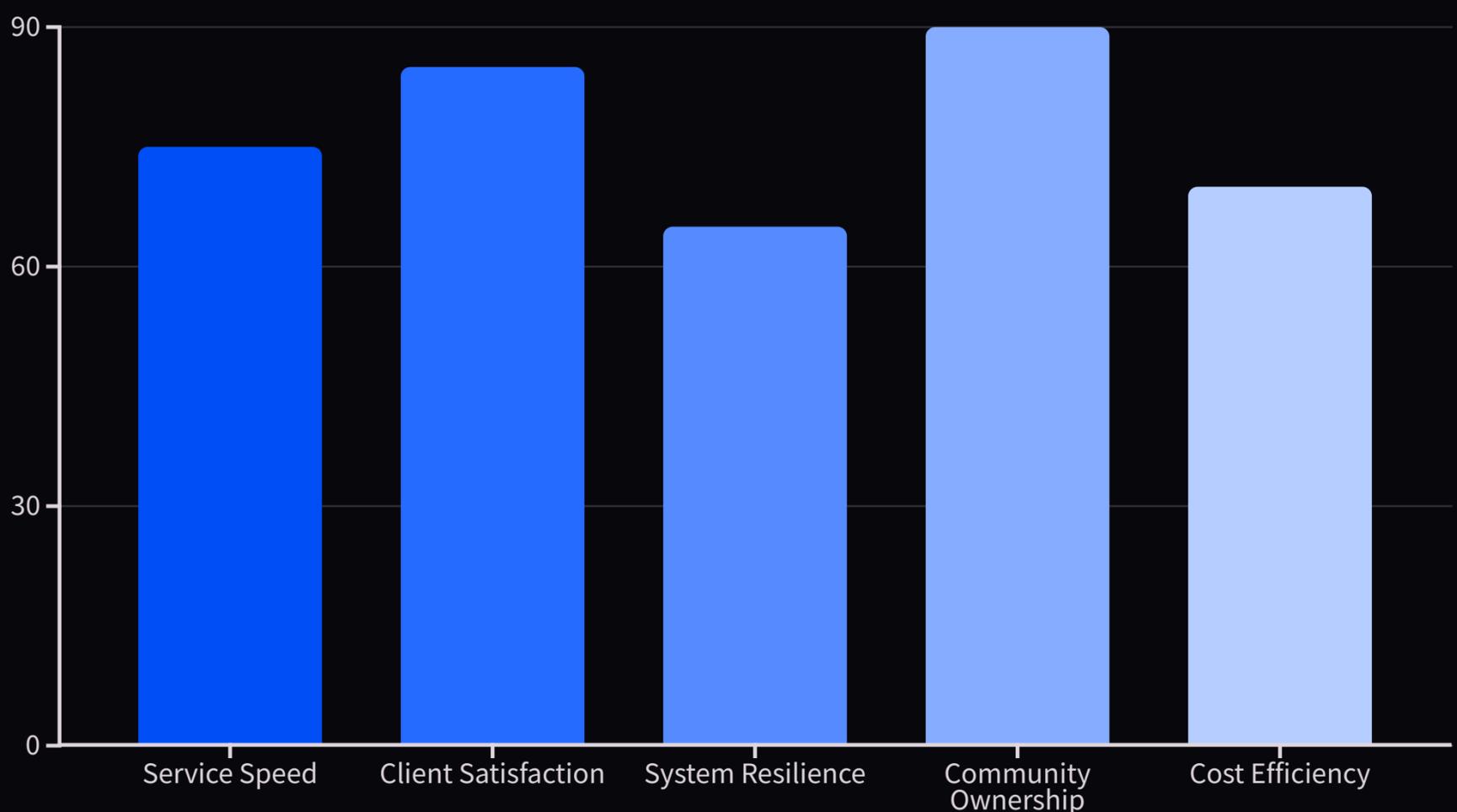
Beneficiaries and civil society who receive updates and feedback

## Transformative Outcomes



By applying TAIQoS, AHNi ensures:

- **Services are faster, more reliable, and client-friendly**
- Systems are stronger and more resilient to shocks
- Communities are empowered as co-owners of services
- Donors see measurable, cost-efficient, and scalable results
- Continuous improvements are institutionalized in government and community systems



# Conclusion: More Than a Framework

The Total Approach for Improving the Quality of Services (TAIQoS) is more than a framework—it is **AHNI's way of working**. It transforms how services are designed, delivered, monitored, and sustained.

By embedding proven theories into practice, ensuring accountability, and centering people at the heart of programs, AHNI guarantees that services are not just provided but are **owned, improved, and sustained by the communities they serve**.

"TAIQoS ensures that every intervention creates lasting change, building stronger systems and empowered communities that can thrive independently."



## Theory-Driven

Rooted in proven frameworks and evidence-based approaches

## People-Centered

Communities at the heart of every decision and intervention

## Sustainable Impact

Building systems that continue improving long after implementation

Together, we build a Nigeria where quality services are not just a promise, but a lived reality for every community.