

# Quality System Maturity Rubric

Score each dimension against the level that best describes your organisation today. The lowest-scoring dimensions are your priorities; the overall pattern points to the right solution track.

Dimension	1 — Latent	2 — Reactive	3 — Structured	4 — Proactive	5 — Generative
<b>Accountability</b>	No clear owner	Named lead, survey-led	Chartered committee & roles	Owned at every level	Embedded in how work is done
<b>Measurement</b>	Data for returns only	Pulled when needed	Regular scorecard	SPC drives decisions	Real-time sensing
<b>Reporting</b>	Rare; blame feared	Serious events only	System used routinely	Trusted & acted upon	Weak signals surfaced early
<b>Voice</b>	Not collected	Surveys, loop not closed	Feeds regular review	Shapes priorities	Partners in design

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<b>Improvement</b>	Individual initiative	Event-triggered	Defined method, some projects	Frontline PDSA	How work is done
<b>Culture</b>	Blame; silence	Varies by unit	Just culture stated	Psychological safety real	Self-correcting
<b>Learning</b>	Gains fade	Hard to sustain	Standard work holds gains	Reliability engineered	Continuous redesign

**Note** · Prefer the interactive version? Take the self-assessment at [ruavira.org/workflow/assessment](https://ruavira.org/workflow/assessment) for an instant score and a recommended track.

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