

**Rubric for mapping Quality Culture Assessment Instrument answers onto the
Quality Maturity Model**
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QMM element	QCAI Question No	QCAI Answer	QMM score
1.1	Q3a	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
1.2a	Q3b	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
1.2b	Q4	All A1 or A2	Level 1
		A1 or A2, except LIS executive (A3, A4 or A5)	Level 2
		Senior staff A3, A4 or A5	Level 3
		A4	Level 4
		A5	Level 5
1.3	Q5	A1	Level 1/ Level 2
		A2	Level 3
		A3	Level 4
		A4	Level 5
		A5	Level 1/ Level 2
1.4	Q6	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
		A6 non-senior staff	Ignore
		A6 senior staff	Level 1
1.5	Q7	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
		A6	Ignore
2.1	Q8	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
		A6	Ignore
2.2	Q9	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
		A6	Ignore
2.3	Q10	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
		A6	Ignore

2.4	Q11	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
		A6	Ignore
2.5	Q12	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
		A6	Ignore
2.6	Q13	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
		A6	Ignore
2.7	Q14	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
		A6	Ignore
2.8	Q15	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
		A6	Ignore
3.1	Q16	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
3.2	Q17	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
3.3	Q18	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5

3.4	Q19	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
3.5	Q20	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
3.6	Q21	All A1	Level 1
		All A1, except LIS executive (A2 or A3)	Level 2
		Senior staff A2 or A3, other staff A1	Level 3
		Managers / professional staff A3, junior staff A1	Level 4
		All A3	Level 5
4.1	Q22	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
4.2	Q23	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
4.3	Q24	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
4.4	Q25	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
5.1	Q26	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
5.2	Q27	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5

5.3	Q28	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 3
		A5	Level 4
		A6	Level 5
6.1	Q29	A2	Level 1
	Q29a	A1	Level 2
		A2	Level 3
		A3	Level 3
		A4	Level 4
		A5	Level 5
6.2	Q30	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
6.3	Q31	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
7.1	Q32	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
7.2	Q33	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
7.3	Q34	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
7.4	Q35	A1	Level 1
		A2	Level 2
		A3	Level 2
		A4	Level 3
		A5	Level 4
		A6	Level 5
8.1	Cross tabulate responses to all Qs by Q2	There is no similarity in the pattern of responses.	Level 1 / Level 2
		The pattern of responses is similar between certain grades.	Level 3
		The pattern of responses is the same apart from specific, discrete areas.	Level 4
		The pattern of responses is the same.	Level 5
8.2	Q36	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5

8.3	Q37	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
8.4	Q38	A1	Level 1
		A2	Level 2
		A3	Level 3
		A4	Level 4
		A5	Level 5
8.5	Q40	Approach to the purpose of the LIS is dependent on respondent's specific work.	Level 1
		Approach to the purpose of the LIS is dependent on respondent's work unit or area.	Level 2
		All understand the overall aims and purpose of the LIS. Most understand their contribution to achieving them.	Level 3
		All understand the overall aims of the LIS and their contribution to achieving them. LIS executive understand how all staff contribute to the achievement of LIS aims.	Level 4
		All understand how the overall aims of the LIS contribute to the achievement of the aims of the parent organisation, and how they contribute to achieving them.	Level 5
8.6	Q39	All A1	Level 1
		Some A1	Level 2
		A2 (no A1)	Level 3
		A3 (no A1)	Level 4
		A4 (no A1)	Level 5
8.7	Cross tabulate responses to Q26, Q27, Q28 by Q1 and (separately) by Q2	There is no similarity in the pattern of responses.	Level 1 / Level 2
		The pattern of responses is similar (but not the same), or the same between certain groups.	Level 3
		The pattern of responses is the same apart from specific, discrete areas.	Level 4
		The pattern of responses is the same.	Level 5
8.8	Cross tabulate responses to Q22, Q23, Q24, Q25 by Q1 and (separately) by Q2	There is no similarity in the pattern of responses.	Level 1
		The pattern of responses is the same between certain groups.	Level 2
		The pattern of responses is the same within team / location / grade.	Level 3
		The pattern of responses is the same apart from specific, discrete areas.	Level 4
		The pattern of responses is the same.	Level 5