Quality Score is one of those Google Ads metrics that affects your account quietly, until it suddenly doesn't. Your ads may be "running," but if Quality Score stays stuck, costs tend to rise, impressions thin out, and growth starts to feel stubborn. The good news is that Quality Score is not mysterious. It is measurable, improvable, and, with the right troubleshooting mindset, very often fixable.

What makes it tricky is that it is not one lever. It is a mix of expected click-through rate, ad relevance, and landing page experience. Each component responds to different signals, and you can accidentally "optimize" one area while harming another. I've watched accounts improve ad copy performance while their landing page experience slides, and I've seen the opposite: a slick landing page that still fails to earn enough clicks because the ad and keywords are mismatched.

This guide walks through how to improve Quality Score in a practical way, with the kind of decisions you actually face when managing real campaigns.

What Quality Score is really telling you

Quality Score gets calculated per keyword (or per search term grouping, depending on the system behavior in your account). Even if your overall score looks fine, certain keywords can still be dragging performance. That's why you should treat Quality Score like a spotlight, not a report card.

The main components you should keep in mind:

- Expected click-through rate (CTR) based on ad relevance and historical performance signals
- Ad relevance, meaning how closely your ad matches the user's intent for that keyword and query
- Landing page experience, which covers relevance, transparency, and how usable the landing page is for the user

A useful mental model: Quality Score rewards alignment. Alignment between search intent, keyword selection, ad messaging, and the landing page that follows. When alignment breaks, you get fewer clicks, higher bids needed to compete, and, often, the kind of "cheap impressions, expensive clicks" pattern that wastes budget.

Start with the right data, not assumptions

Before changing anything, you need to see where the problems are. In many accounts, teams jump straight into rewriting ads and swapping landing pages. Those actions can help, but without diagnosing which component is hurting, you may end up spending effort in the wrong direction.

Use these practical checks:

- In the keyword table, look at Quality Score for individual keywords, not only campaign level averages.
- Watch for keywords with low Quality Score and poor search term performance.
- Review Search terms that triggered your ads and identify mismatches. A common issue is relevance drift, where generic keywords start attracting queries your ads do not address.
- Compare landing page URLs used by those keywords with what the ads promise. If two keywords share one landing page that does not match intent, you can see Quality Score problems concentrated in a subset of keywords.

If you're currently using only one landing page for many keywords, you may be masking the problem. Quality Score can improve for a specific theme when you separate landing pages by intent, even if the overall account

average doesn't move much.

Write ads that earn the click before you chase the click

Expected CTR is not only about how often people clicked historically. It's also about whether your ad is likely to be clicked given the query. That means ad relevance matters immediately, and it's tied to how you structure ad groups, how you phrase your headlines, and whether your keywords and ad copy are talking about the same thing.

A frequent mistake I see: teams write "high-level" ads designed for broad appeal. They're carefully written, but they're not specific enough for the query. For example, an ad that says "Marketing Services" might be technically correct, but it doesn't answer whether the searcher is looking for "SEO for local businesses," "PPC management," or "website redesign."

Instead of trying to be clever, be specific. Match the ad copy to the keyword theme and the user's likely intent:

- If the query implies urgency ("same day," "near me," "emergency"), reflect that in the ad copy and the landing page.
- If the query implies a specific product or service, name it plainly.
- If pricing is a deciding factor, avoid vague promises. Use pricing language carefully and only if the landing page supports it.

A practical way to align ad messages with keyword intent

When you tighten relevance, you don't need to write dozens of unique ads per keyword. The goal is message alignment by intent grouping. Usually that means organizing ad groups around themes that map to one landing page or a clear section on the landing page.

For example, if your business offers multiple service lines, build separate ad groups for each service line rather than mixing them. Then write headlines that mirror those service line terms closely. The more consistent the language between query, keyword, ad headline, and page content, the more often you see Quality Score stabilize and improve.

Build landing pages that users can actually navigate

Landing page experience is where "we optimized the ads, why didn't it help?" often happens. Quality Score isn't only about traffic. It's about whether users get what they expected and whether Google considers the experience solid.

The big issues that tend to hurt landing page experience are usually not exotic:

1. The landing page doesn't match the ad promise (message mismatch)
2. The page is hard to use on mobile (layout, speed, tap targets, intrusive elements)
3. The page is too generic for the keyword theme, so users bounce
4. The page lacks clarity about the business, product, or next step, especially for high-intent queries

You don't need to redesign your whole site, but you do need to ensure the page supports the keyword intent. If your ad says "Payroll services for construction companies," the landing page should clearly address construction-focused payroll, not just general payroll services. If the landing page is a generic homepage, you're asking for relevance failure.

Make the page answer the user's question fast

Think about your landing page like a front desk. Users arrive with a specific purpose. Your job is to point them to the right "service counter" quickly.

On-page alignment often improves quickly when you do these things:

- Put the most relevant value proposition near the top of the page, written in plain language.
- Reflect the service type and audience explicitly, so people instantly recognize fit.
- Include proof elements relevant to the intent, such as examples, testimonials by service type, or industry-specific outcomes where you can do so responsibly.
- Make the next step obvious, whether that's a contact form, a quote request, or a booking flow.

Speed and mobile usability matter, but you should treat them as hygiene rather than the only lever. A fast page that doesn't match intent can still perform poorly.

Organize campaigns so relevance does not degrade over time

Quality Score does not only depend on what you do today. It also reflects patterns created by how you structure campaigns.

When you run one ad group with a wide mix of keywords and search terms, you create relevance friction. Even if you write good ads, the user may land on messaging that doesn't match their exact need because the ad group is too broad.

You can manage this with tighter organization:

- Split keyword themes into separate ad groups.
- Avoid packing unrelated services into the same ad group just because they share a generic category.
- Use keyword match types intentionally. Broad match can produce volume, but it often introduces search term diversity that you must actively manage. If you don't add negatives, the relevance mix gets worse and Quality Score can suffer.

A common pattern is that Quality Score degrades after a few weeks because broad match discovery brings in low-intent or mismatched queries. Sometimes the fix is not rewriting everything, it's tightening targeting and cleaning up search term traffic.

Use keywords and negatives to control intent quality

Quality Score rewards alignment, but alignment requires control. If your keywords are too broad or your negative keyword strategy is weak, you can end up paying for clicks from users whose intent is adjacent but not aligned.

Negatives are not just cost controls. They can also be Quality Score controls because they reduce exposure to searches that your ads cannot satisfy.

You should regularly review Search terms and add negatives for queries that consistently show mismatch. The key is to avoid blocking honest variations of your intent. Negatives should be based on patterns, not one-off awkward searches.

Here's a short checklist I use when I'm trying to decide whether negatives are the right move:

- Identify search terms that trigger ads but do not convert or show clear intent mismatch

- Add negatives that directly remove that mismatch without blocking close variants
- Re-check Quality Score after changes to see whether affected keywords improve
- Keep an eye on impression share loss, because over-negative can reduce data and learning
- Repeat the process on a schedule, not only when spend feels high

This is not a one-time cleanup. It's an ongoing maintenance task, especially in accounts that use broad match.

Improve ad relevance without making your ads sound robotic

Some teams respond to low Quality Score by stuffing keywords everywhere, which can actually harm user trust and click behavior. Since Quality Score includes expected CTR and ad relevance, the ad still needs to feel natural to the person reading it.

A good approach is to use keywords and intent language in a way that sounds like a real offer.

For instance, if you target "industrial floor coating," your ad headlines might include "Industrial Floor Coating" and your description might include details like "durable epoxy systems" or "repair and coating for warehouses," assuming those claims are supported on the page.

Where teams go wrong is using keyword stuffing as the main differentiator. Users can usually tell. If the ad feels templated and the landing page feels like it's filled with generic paragraphs, you get the worst of both worlds: lower click probability and weaker landing page experience.

Test landing pages with intent-specific variants

If you serve multiple intents, don't treat your landing page like one-size-fits-all content. Intent-specific pages can improve both relevance and conversion rate, and the combined effect often lifts Quality Score because the user experience becomes more coherent.

This does not always mean building a whole new site page every time. Sometimes it means a landing page template with modular sections, where each section matches a particular service theme. Other times, it means separating pages so users don't have to scroll through unrelated offerings.

What to watch during testing:

- Quality Score changes on targeted keywords (not just overall)
- Click-through rate, especially for the keywords tied to the new landing page
- Conversion rate and bounce behavior (even if you're not using bounce, you can infer friction from engagement metrics and lead quality)
- Search terms: are you attracting better-aligned traffic after the page changes

One thing I learned the hard way: you can improve conversion rate with a landing page that is more persuasive but less relevant to a subset of keywords. If you do broad keyword targeting and route everyone to the same new page, you can unintentionally create a mismatch for certain queries. Intent alignment matters.

Fix structural issues that silently hurt Quality Score

There are some technical and structural problems that can reduce your effectiveness without obvious "copy" symptoms.

For example:

- The ad URL and the landing page content do not match (wrong page, redirected to a generic page, or content changes after load).
- Mobile experience is broken, the form is hard to use, or pop-ups obscure content.
- Page speed is slow in the regions you're targeting.
- The landing page is not accessible or has inconsistent content rendering.

If you're using multiple landing page URLs, check whether tracking parameters or redirects create problems. Sometimes a URL looks correct in the ad preview, but in practice the redirected page doesn't show the intended content immediately.

I've also seen accounts where the landing page content is correct, but the page is not updated to match new ad messaging. That creates a subtle mismatch that still impacts perceived relevance.

A short troubleshooting map for common Quality Score patterns

When Quality Score is low, it helps to map your symptoms to likely causes. You don't have to be perfect, but you do need to choose the right diagnostic direction.

Here's a compact troubleshooting guide I use to prevent random changes:

| What you're seeing | Likely cause | What to do first | |---|---|---| | Low Quality Score across many keywords in one ad group | Relevance mismatch between ad copy and keyword themes, or landing page is too generic | Split themes into tighter ad groups, align ad headlines to the theme, ensure the page answers the query quickly | | Quality Score low mainly on some keywords | The landing page or ad messaging fits some keywords better than others | Identify the affected keywords and create intent-aligned ad copy and landing page content for that subset | | Quality Score improves but conversions don't | Better relevance, but landing page lacks persuasive elements or the funnel is broken | Audit form friction, offer clarity, trust elements, and proof relevant to the intent | | Click-through rate low with decent landing page signals | Ad relevance likely weak, ad copy too generic, or ad position dynamics | Tighten keyword-to-ad messaging and consider adding negatives to remove mismatched queries | | Quality Score drops after expanding match types or audiences | Search term drift and intent dilution | Review search terms weekly after changes, add negatives, and consider reducing breadth where mismatch is consistent |

Use this as a starting point, not a diagnosis you can fully automate.

Quality Score improvements often show up in stages

A practical expectation helps you avoid overreacting.

Sometimes you'll see quick changes in CTR and Quality Score if you fix strong relevance issues, especially in ad copy. Landing page improvements can take a bit longer because you need enough impressions to rebuild performance data. If your changes are big, you may also see temporary fluctuations.

When you test, give changes enough time to collect meaningful impression volume. If you change too many things at once, you won't know what worked. If you only change one **Learn more** thing, you might miss the real issue. The best approach is controlled, incremental improvements: one structural change, one messaging change, one landing page alignment change, then observe.

Common mistakes that waste effort

A few patterns keep showing up. They are not “wrong,” but they often fail to improve Quality Score because they don’t address alignment.

- Rewriting ads to be punchier while leaving keyword and landing page mismatched
- Sending every keyword to a single homepage because it’s “the most maintained page”
- Using broad match without a disciplined negative keyword review process
- Testing landing page redesigns that improve visuals but do not directly answer the query
- Treating Quality Score as a target number instead of a symptom of relevance and experience

Quality Score is the downstream effect. When you improve the upstream alignment, the score usually follows.

How to measure progress without getting lost in metrics

Quality Score is helpful, but you should avoid managing by score alone. A higher Quality Score that leads to fewer leads or worse lead quality is not a win. You’re optimizing for business outcomes while keeping costs under control.

Here’s how to keep measurement grounded:

- Track Quality Score trends for the specific keywords and ad groups that matter.
- Monitor CPC and impression share for those groups, because costs and visibility often move with Quality Score.
- Track conversion rate and, importantly, conversion quality if you have that data.
- If you sell multiple products or services, segment results by intent theme. Improvements might look uneven across themes.

If you have access to conversion rate and lead quality, prioritize those rather than purely focusing on click metrics.

Where automation can help, and where it can mislead

Google’s automated systems can assist with relevance, but they can also mask issues if you rely on them blindly. A common problem is that account-level changes make it hard to see which keywords improved. Automation might shift traffic to terms you did not anticipate, and Quality Score might rise or fall depending on that search term mix.

Automation can be useful for bid strategies and certain optimization behaviors, but relevance still comes from your control over structure, keywords, ad copy, and landing pages. If your ads are not aligned with intent, automation won’t magically fix it. It might reduce the pain for a while, then costs rise again once the system explores different search behavior.

A concrete improvement plan you can run over a few weeks

If you want a structured approach without turning your work into a checklist exercise, here’s a realistic progression that I’ve seen work across service businesses and ecommerce categories.

In week one, diagnose. Pull the keywords with the weakest Quality Score and the lowest CTR signals, then look at their search terms and landing pages. Identify whether the mismatch is in the ad copy or in the landing page. In week two, tighten targeting. Add negatives for clearly mismatched queries and reorganize ad groups so each has a more consistent theme.

In week three, align messages. Update ads to use intent-specific language that matches the keyword theme and the landing page headings. If your landing page is shared across too many intents, create an intent-specific section or a separate page. In week four, review results and decide what to iterate. If Quality Score improves but conversions are weak, shift effort to landing page clarity and friction reduction. If CTR improves but Quality Score remains low, focus on ad relevance and landing page alignment for the specific keywords that still struggle.

The key is staying disciplined and changing fewer things at a time so you can tell what caused the movement.

Final thoughts: Quality Score is earned through consistency

Quality Score improves when you build consistency across the click journey. The search query creates an expectation. Your keyword and ad messaging determine whether you meet it. Your landing page experience determines whether the user feels satisfied enough to take action. When those pieces line up, Google has more reason to show your ads, users have more reason to click, and your costs become easier to control.

If you're dealing with low Quality Score right now, don't reach for random changes. Start with the keywords that are failing, confirm where the mismatch lives, and make improvements that directly address relevance and experience. Over time, that approach turns Quality Score from a stressful number into a reliable indicator that your account is behaving the way it should.