

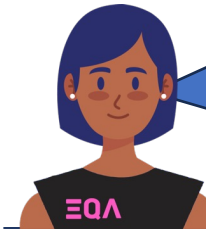
# The RACI



Ever encountered the 'Too many cooks' scenario or been in a workplace where there are no clear lines of accountability? One of the common problems we encounter is a lack of clearly defined roles of accountability within teams and across businesses. This can only lead to fire-fighting, waste ( see our guide around the 8 types of waste), inefficiencies and a demotivated team. This is where the RACI comes in – an excellent tool for defining roles in terms of who is Responsible, Accountable, Consulted, and Informed.

## The RACI matrix

The RACI matrix has a simple layout. Tasks or processes are populated in the left column and roles, or names, are listed across the top row. Then begins the task of identifying who is accountable for each line. There can be only one! The person who completes the task, and is therefore responsible for the task, is accountable to that person. Anyone who needs to be informed of consulted must be included in the matrix.



Consider the simple example of a stock delivery. Who is accountable for the delivery being processed to the correct standard and on time? Who is responsible for putting the delivery away? Who is consulted around where the stock should be placed? Who is informed when the stock has arrived?

	DIRECTOR	HEAD	LEAD
<b>SHORTLIST PORTFOLIO CHOICES</b> PROPOSED ADDITIONS TO THE PORTFOLIO	A	R	I
<b>NEGOTIATION WITH VENDORS</b> MARKETING, COST PRICES, EXCLUSIVITY	A	C	R
<b>PORTFOLIO CONFIRMATION</b> RANGING CONFIRMED	A	R	C
<b>INITIAL TOTAL FORECAST</b> UNITS SOLD ACROSS ALL CHANNELS	A	R	C
<b>CONSUMER FORECAST</b> PAY MONTHLY, PAY & GO etc.		C	I

**Accountable - Only one per task**  
They are ultimately accountable for the process or task The decision maker!

**Responsible - Minimum of one**  
The person who carries out the process or task

**Consulted - No minimum or maximum**  
This includes anyone whose work depends on the task or needs to be kept updated on progress and outcomes.

**Informed - No minimum or maximum**  
A key stakeholder or subject matter expert who must be consulted prior to the final decision stage.

Continuous Improvement For Everyone

# The RACI template – Download at [www.eqaconsulting.uk](http://www.eqaconsulting.uk)



For our template we include a line for Team / Departments, but this line may not be relevant if you are looking at one team – just delete as required.

Names can be individual names or roles. i.e.. Head of Department, Senior Manager, Team lead etc.

**Remember, only one person can be accountable per Task. Multiple people can be Consulted and Informed.**

	TEAM 1			TEAM 2			TEAM 3		
	NAME	NAME	NAME	NAME	NAME	NAME	NAME	NAME	NAME
<b>TASK 1</b> SHORT DESCRIPTIVE TEXT – IF REQUIRED	<b>A</b>	<b>R</b>	<b>I</b>						
<b>TASK 2</b> SHORT DESCRIPTIVE TEXT – IF REQUIRED	<b>A</b>	<b>C</b>	<b>R</b>						
<b>TASK 3</b> SHORT DESCRIPTIVE TEXT – IF REQUIRED	<b>A</b>	<b>R</b>	<b>C</b>		<b>C</b>	<b>C</b>		<b>C</b>	<b>C</b>
<b>TASK 4</b> SHORT DESCRIPTIVE TEXT – IF REQUIRED	<b>A</b>	<b>R</b>	<b>C</b>		<b>C</b>	<b>C</b>		<b>C</b>	<b>I</b>
<b>TASK 5</b> SHORT DESCRIPTIVE TEXT – IF REQUIRED		<b>C</b>	<b>I</b>	<b>A</b>	<b>R</b>	<b>C</b>		<b>C</b>	<b>I</b>
<b>TASK 6</b> SHORT DESCRIPTIVE TEXT – IF REQUIRED		<b>I</b>	<b>I</b>	<b>A</b>	<b>I</b>	<b>R</b>		<b>C</b>	<b>C</b>
<b>TASK 7</b> SHORT DESCRIPTIVE TEXT – IF REQUIRED		<b>C</b>	<b>I</b>	<b>A</b>	<b>C</b>	<b>R</b>		<b>C</b>	<b>C</b>
<b>TASK 8</b> SHORT DESCRIPTIVE TEXT – IF REQUIRED		<b>I</b>	<b>I</b>		<b>I</b>	<b>I</b>	<b>A</b>	<b>C</b>	<b>R</b>
<b>TASK 9</b> SHORT DESCRIPTIVE TEXT – IF REQUIRED		<b>I</b>	<b>I</b>		<b>I</b>	<b>I</b>	<b>A</b>	<b>R</b>	<b>I</b>
<b>TASK 10</b> SHORT DESCRIPTIVE TEXT – IF REQUIRED		<b>I</b>	<b>I</b>		<b>I</b>	<b>I</b>	<b>A</b>	<b>I</b>	<b>R</b>