

How to Create and Analyze a RACI Matrix

Define

What is a RACI Matrix?

RACI is a Responsibility Assignment Chart RAM indicating the participation of various roles in a process, organization or system.

Measure

It is mainly used to map current perceptions of who does what, but it also enables you to design who should do what moving forward.

Analyze

When is a RACI used?

This tool can be used during the **Analyze** (current state) and the **Improve** (target state) phases of a DMAIC Project.

Improve

Control

The finished product is a living document in the Control phase.

RACI Roles

Responsible **R**

The person who does the work to perform the activity.

Accountable **A**

The person who is accountable for the completion of the task and who has sign-off and approval power.

Consulted **C**

The person, often a subject matter expert, who advises on the activity.

Informed **I**

The person who must be notified of decisions and should be kept in the loop.

How to Create a RACI Matrix

Identify key (sub-) processes & define the scope of the RACI Matrix.



Breakdown (sub-) processes into activities – use action verbs.



List all roles in the process. Roles can be individuals and groups; internal and external.

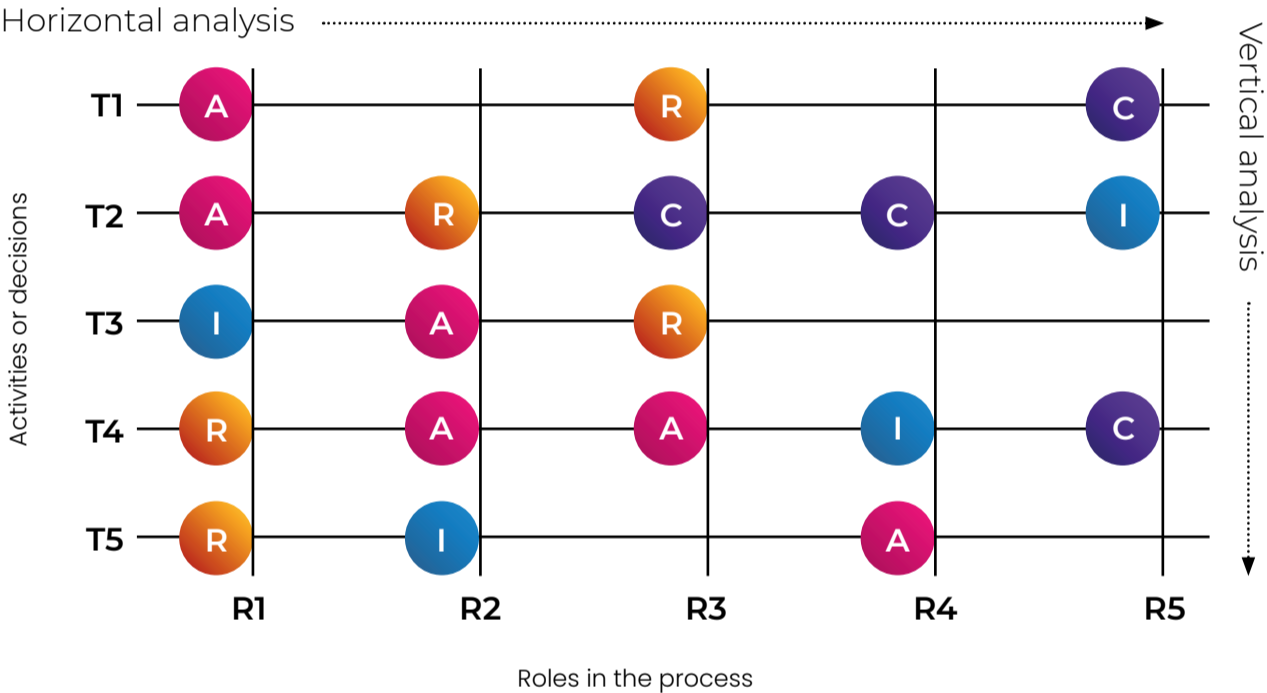


Build the RACI Matrix.



Analyze the RACI Matrix.

Roles and Activities in RACI



RACI Matrix Analysis

	Vertical analysis		Horizontal analysis
R	Lots of Rs	Can the person stay on top of all these tasks? Can the tasks be divided or maybe assigned to other roles?	Why are so many people responsible for the task? It seems that there are too many people involved or that they are more concerned with throwing the task over the wall than completing it.
	No Rs	(In combination with no As) Can this role be eliminated or reassigned?	Are the roles clear? Who should be responsible for the task? There should always be an R. Or maybe the task isn't value added?
A	Lots of As	Should this role be accountable for so many tasks? Does this cause a bottleneck in the process?	Does the process run smoothly? As usually want to have their say in the process. This might cause delays and problems in its execution.
	No As	(In combination with no Rs) Can this role be eliminated or reassigned?	Who is accountable for the task? Why is it done? There should always be an A (and usually only one).
C	Lots of Cs	-	Do all the roles need to be consulted? What is the added value? Lots of Cs slow down the process.
I	Lots of Is	-	Do all the roles always need to be informed? Or only in exceptional circumstances? Lots of Is slow down the process.
	No Empty Cells	Does the person need to be involved in so many tasks? Look for opportunities where a C can be changed to an I or an I can be eliminated.	Are too many people involved in the process? Usually there will be lots of Cs and Is which could be eliminated. Or Cs that can be changed to Is.
	Role Qualifications	Does the degree of participation (R, A, C or I) fit the qualifications of the role?	-