

RACI Outline

Scenario:

Your team needs to create a document for a presentation.

The RACI (Responsible, Approve, Consult, Inform) tool can help your team to determine the level of involvement of each team member when trying to achieve this specific objective.

Responsible — The person or people ultimately responsible for producing the document (the outcome). The doer(s).

Approve — The person or people who need to approve the document's content and need to sign off on it.

Consult — The people whose opinions need to be integrated in the document (with the understanding that not all their suggestions will be included in the final document).

Inform — The people who do not need to be consulted as the document is created, but who need to be informed of its existence.

Assigning roles and responsibilities according to the RACI model prompts discussions that help to bring different team members' perspectives out into the open. For example, if people have an individualistic perspective or a collectivist perspective, this will come out when discussing how many people they feel should need to give approval or be consulted.

Here is an example of a RACI matrix that can be used to clarify roles and responsibilities. (Some RACI matrices use Accountable instead of Approve.)

RACI Matrix

R – Responsible
A – Accountable
C – Consulted
I – Informed

	Role	Role	Role	Role	Role	Role
Function						
Function						
Function						
Function						
Function						
Function						
Function						

Image source:

<http://cdn.free-power-point-templates.com/articles/wp-content/uploads/2012/10/raci-powerpoint-template-slide.jpg>

RACI source:

J. Mike Jacka and Paulette Keller. Business Process Mapping: Improving Customer Satisfaction: Wiley; Hoboken, NJ: 2009.