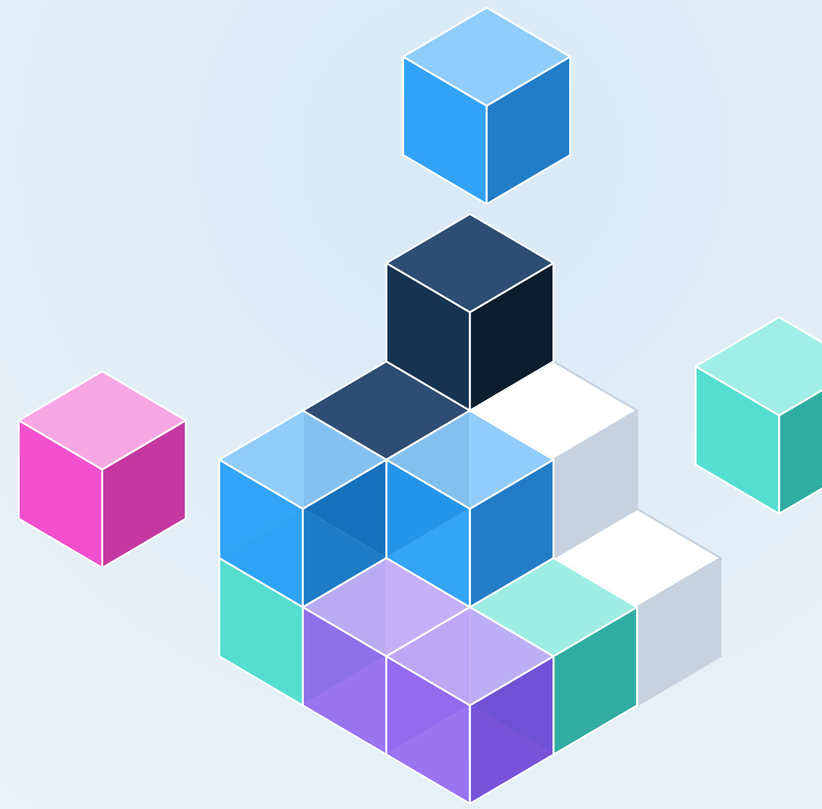
LEADERSHIP & PEOPLE

RACI Responsibility Matrix



A RACI matrix maps activities against roles and marks who is Responsible, Accountable, Consulted and Informed, so every task has clear ownership.

01 THE CORE MODEL

ROLES × ACTIVITIES · ONE A PER ROW

ACTIVITY	PLANT MANAGER	QUALITY LEAD	PRODUCTION LEAD	MAINTENANCE	CUSTOMER SERVICE
Approve a process change	A	C	R	C	I
Contain a customer complaint	I	A	R	C	C
Plan preventive maintenance	I		C	A/R	
Release a new product	A	R	R	I	I

Responsible (R)

Does the work. There can be several.

Accountable (A)

Owns the outcome and signs off. Exactly one per activity.

Consulted · Informed

C gives input before the decision; I is told afterward.

02 CLEAR ROLES

Every activity needs exactly one A and at least one R.

UNCLEAR — CLEAR

COMMON GAPS

- Two A in one row: decisions stall
- No A at all: nobody owns it
- Too many C: slow, crowded decisions

HEALTHY MATRIX

+ One A per activity
+ C and I limited to those who need it
+ Reviewed when the organization changes

03 WORKED EXAMPLE

PRODUCT LAUNCH TEAM · FIXING A STALLED DECISION

SYMPTOM
Launch delayed
release kept waiting

→

FINDING
Two A in one row
quality and production

→

FIX
One A: quality lead
production stays R

→

EFFECT
Faster release
one clear sign-off

04 MANAGEMENT TAKEAWAYS

01
Build it with the people named
Agreeing roles together surfaces conflicts early.

02
Check rows and columns
Rows need one A; a column full of A shows overload.

03
Use it for key activities only
A matrix for every small task becomes bureaucracy.

05 COMMON MISTAKE

LIMITATION
Consulting everyone
Marking many people as C slows every decision. Consult only those whose input changes the outcome.