

How to Create and Analyze a RACI Matrix

What is a RACI Matrix?

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

When is a RACI used?



Define



Measure



Analyze



Improve



Control

This tool can be used during the **Analyze** (current state) and the **Improve** (target state) phases of a DMAIC Project. The finished product is a living document in the Control phase.

RACI Roles

R

Responsible

The person who does the work to perform the activity.

A

Accountable

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

C

Consulted

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

I

Informed

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

How to Create a RACI Matrix

01

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



02

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



03

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



04

Build the RACI Matrix.



05

Analyze the RACI Matrix.



Roles and Activities in RACI

HORIZONTAL ANALYSIS

ACTIVITIES OR DECISIONS

T1	A		R		C
T2	A	R	C	C	I
T3	I	A	R		
T4	R	A	A	I	C
T5	R	I		A	
	R1	R2	R3	R4	R5

ROLES IN THE PROCESS

VERTICAL ANALYSIS

RACI Matrix Analysis

R	Lots of 'R's	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 'R's	(In combination with no A's) 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 'A's	Should this role be accountable for so many tasks? Does this cause a bottleneck in the process?	Does the process run smoothly? A's usually want to have their say in the process. This might cause delays and problems in its execution.
	No 'A's	(In combination with no R's) 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 'C's	-	Do all the roles need to be consulted? What is the added value? Lots of C's slow down the process.
	No 'C's	-	Do all the roles always need to be informed? Or only in exceptional circumstances? Lots of I's slow down the process.
I	Lots of 'I's	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.	Aren't too many people involved in the process? Usually there will be lots of C's and I's which could be eliminated. Or C's that can be changed to I's.
	No 'I's	Does the degree of participation (R, A, C or I) fits the qualifications of the role?	-

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