

RACI Charts

Responsible

The person responsible for delivery.

Accountable

This is the person who is held accountable for the task being completed.

Consult

Must always be consulted before a decision or action is taken.

Inform

Must always be informed after a decision or action has been taken.

What it is

- RACI charts are very useful both in terms of understanding the current responsibilities within a given process and also for discussing revised processes, clarifying roles and responsibilities, etc
- Applies to both activities and decisions

How to do one

- Identify all the activities and list them on the left hand side
- Identify all the roles and list them across the top
- Complete the chart

Notes:

- There can be only one A for a specific activity, but there may be more than one R
- One individual could be both the A & the R
- Push accountability to the lowest level possible in the organization
- Eliminate excessive C's and I's
- Consider the emotional aspects of documenting A's and R's, including job justification

How it helps

- Clarifies accountabilities and roles. By following his process you will answer two key questions for everyone involved: what has to be done, and who must do it
- Improves communication and co-ordination between groups of people working towards the same goals
- Accelerates processes that contain multiple decision points
- Provides data for process improvement and simplification

An example

	Line Mgr	HR BP	HR Admin	Training	HR Director	Comp & Ben
Determine need	AR	C			I	
Write Job Description	AR	RC				
Recruitment Strategy	C	AR				
Screen CVs	C	A	R			
Interviews	R	AR	R			
Negotiate Compensation	C	R				C
Induction Training	A			R		