RACI

The RACI Matrix (Responsible, Accountable, Consulted, Informed) is a powerful tool for clarifying roles and responsibilities across projects and initiatives. By explicitly defining how each stakeholder engages with key activities, RACI eliminates confusion, reduces duplicated efforts, prevents items from falling through the cracks, and establishes clear decision-making authorities.

Author

This tool was developed by Michelle Watson-Grant.

Goal

This tool helps leaders create role clarity, improve accountability, streamline decision-making, and enhance team collaboration by explicitly defining each stakeholder's relationship to project activities and decisions.

Advice

The RACI Matrix works best when:

- Launching new initiatives with multiple stakeholders
- Projects span across departments or teams
- Decision-making processes are unclear
- Work involves complex handoffs
- Team members are confused about expectations

Create your RACI at the beginning of projects and revisit whenever scope changes or new stakeholders become involved. For maximum effectiveness, ensure all parties understand and agree to their assigned roles, and make the final matrix easily accessible to all stakeholders.

RACI Roles Explained

- R - **Responsible**: Person(s) who perform the work to complete the task
- A - **Accountable**: Person ultimately answerable for the correct completion of the deliverable (only one person should be accountable for each task)
- C - **Consulted**: Person(s) whose expert opinions are sought before final decisions or actions
- I - **Informed**: Person(s) who must be kept up-to-date on progress/decisions (one-way communication)

Steps to Create a RACI Matrix:

- **Identify Activities/Deliverables**
  - List all key tasks, deliverables, decisions, and milestones down the left column
  - Be specific but not overly granular; focus on meaningful work components

- **Identify Stakeholders**
  - List all relevant roles or individuals across the top row
  - Include everyone who will interact with the project

- **Assign RACI Codes**
  - For each activity-stakeholder intersection, assign R, A, C, or I
  - Ensure every activity has at least one R and exactly one A
  - Be judicious with C (consulted) roles to avoid decision bottlenecks

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- **Validate the Matrix**

  - Check for common RACI issues:

    - Too many Rs (diffused responsibility)

    - Too many Cs (decision bottlenecks)

    - No clear A (lack of accountability)

    - Overloaded individuals (too many Rs or As for one person)

    - Empty rows (activities with no clear ownership)

    - Empty columns (stakeholders with no meaningful involvement)

- **Review with Stakeholders**

  - Share the draft RACI with all stakeholders

  - Gather feedback and address concerns

  - Secure explicit agreement on final assignments

- **Implement and Maintain**

  - Make the RACI visible and accessible to all

  - Reference during meetings and decision points

  - Update as roles or project scope evolves

RACI Matrix

Task/Deliverable	Role 1	Role 2	Role 3	Role 4	Role 5
Task 1	A	R	C	I	
Task 2	I	A	R		C
Task 3	C	I	A/R		
Task 4		C	I	R	A