FRAMEWORK 2

RACI Matrix

PURPOSE: *Clarify who does the work, who owns the outcome, who is consulted and who is informed for each decision in a project, especially cross-functional work.*

Project / decision: *Enter name*	**Prepared by:** *Enter name*	**Date:** *MM/DD/YYYY*

HOW TO USE THIS FRAMEWORK

RACI clarifies who does what in a decision or project. Use it for cross-functional projects, when decision authority is unclear, when there is a history of confusion about who decides, or when onboarding someone to a new role or project.

List the key decisions or activities down the left, the people or roles across the top, and assign exactly one A per decision. Then assign R, C and I based on who needs to be involved, and verify everyone understands their role.

THE FOUR ROLES

Letter	Role	What it means
R	Responsible	Does the work
A	Accountable	Owns the outcome. Only ONE person per decision.
C	Consulted	Provides input. Two-way communication.
I	Informed	Kept updated. One-way communication.

RACI MATRIX

Decision / activity	R: Responsible	A: Accountable (one only)	C: Consulted	I: Informed

VERIFY BEFORE YOU SHARE IT

Each unchecked item is one of the common RACI mistakes.

- ☐ Exactly one A for every decision (multiple As create confusion)
- ☐ The A has the authority to decide (wrong A means no real decision)
- ☐ The C list is short enough to keep decisions moving (too many Cs slows everything down)
- ☐ Everyone who will be affected is an I (forgotten Is are surprised by decisions)
- ☐ Every person on the matrix understands their role

VERIFY BEFORE YOU SHARE IT — NOTES

WHAT TO SAY

> "Let me clarify roles for this decision using RACI. *[Name]* is Accountable, they own the decision. *[Names]* are Consulted, we want your input. *[Names]* will be Informed once decided. Any questions about your role?"

EXAMPLE: LAUNCHING A NEW FEATURE

Decision: What features to include?

R: Product Manager (does the analysis and creates the proposal). A: Product Director (makes the final call). C: Engineering Lead, Design Lead, Customer Success (provide input). I: Broader team and stakeholders (kept informed).

> **Watch-Out:** If you cannot name the one person who is Accountable, you have not finished the RACI. Two owners is the same as no owner.