What is the RACI Model?

The **RACI model** is a management tool used to define and clarify roles and responsibilities within a team or process. By mapping out who is **Responsible, Accountable, Consulted,** and **Informed** for each task, organizations can reduce confusion, improve accountability, and streamline decision-making.

When applied effectively, the RACI model helps to:

- Eliminate role ambiguity

- Enhance communication between stakeholders

- Prevent overlaps or gaps in responsibilities

- Improve workflow efficiency and project outcomes

How to Create a RACI Model

The process of implementing a RACI model typically involves the following steps:

1. **List the key tasks or activities** within the project or process.

2. **Identify the roles** involved (individuals, teams, or stakeholders).

3. **Assign R, A, C, and I** responsibilities for each task.

4. **Validate with stakeholders** to ensure clarity and agreement.

5. **Review and update** the RACI chart regularly as projects evolve.
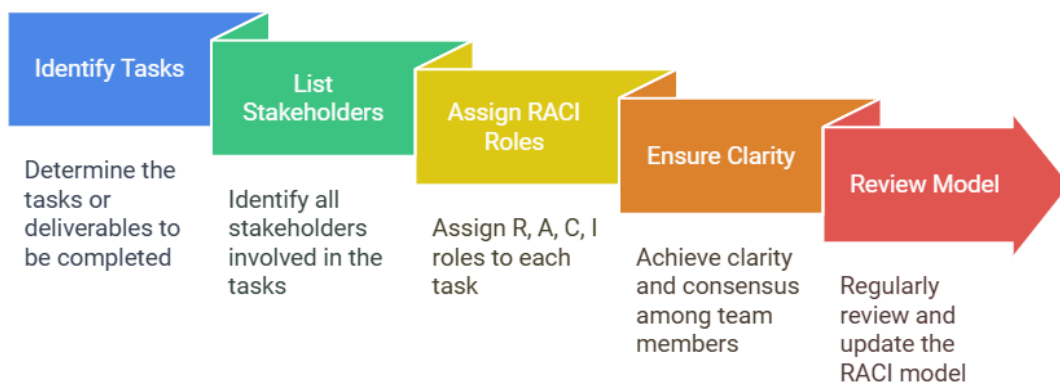

RACI Model

Accountable
The person ultimately answerable for task completion.

Consulted
Those providing input or expertise before decisions.

Responsible
Individuals or teams executing tasks or deliverables.

Informed
Stakeholders kept updated on progress or outcomes.

The RACI Roles

Role	Description
Responsible (R)	The individual(s) or team performing the task or activity. They are the "doers."
Accountable (A)	The person ultimately answerable for the task's success. There should be only one per task.
Consulted (C)	Individuals or groups who provide input, feedback, or expertise to improve the task outcome.
Informed (I)	Stakeholders who need to be kept updated on progress, but are not directly involved in the task.

Example:

Task/Department	Procurement	Production	Logistics	Supply Planning	Demand Planning	QA	IT/Systems	Finance
Stock Level Optimization			C	RA	C			I
Cycle Counting			R	A			C	I
Reorder Point Calculation	C		I	R	A			
Safety Stock Management			C	R	A			I
Inventory Turnover Analysis				R	A			
Obsolete Stock Management	I		C	RA				I

RACI Model Implementation Process

Identify Tasks — Determine the tasks or deliverables to be completed

List Stakeholders — Identify all stakeholders involved in the tasks

Assign RACI Roles — Assign R, A, C, I roles to each task

Ensure Clarity — Achieve clarity and consensus among team members

Review Model — Regularly review and update the RACI model

Common Pitfalls and How to Avoid Them

Mistake	Impact	Solution
Overcomplicating the model	Too many roles per task create confusion and inefficiency.	Keep assignments simple and limit overlaps.
Unclear accountability	Tasks get delayed as no one takes ownership.	Assign exactly one **Accountable** per task.
Ignoring stakeholder input	Deliverables lack critical insights or expertise.	Identify and involve **Consulted** stakeholders early.
Overloading the "Informed" role	Bottlenecks form as too many people receive unnecessary updates.	Only inform those directly affected by progress.
Not reviewing the model	Roles become outdated as projects evolve.	Schedule periodic reviews of the RACI chart.

Conclusion

The RACI model is a simple but powerful framework to improve project management, enhance collaboration, and ensure accountability. By clearly defining roles, organizations can reduce misunderstandings and drive projects forward more efficiently.

Frequently Asked Questions (Q&A)

Question	Answer
Can a task have multiple Responsible roles?	Yes, multiple people can share responsibility for completing a task.
Can a task have multiple Accountable roles?	No, only one person should be Accountable to avoid confusion and ensure ownership.

What's the difference between Consulted and Informed?	*Consulted* stakeholders provide input and expertise, while *Informed* stakeholders are simply updated on progress.
How often should a RACI chart be updated?	Regularly, especially when team structures or project scopes change.
Do all four RACI roles need to be used for every task?	No. Some tasks may not require a Consulted or Informed role.

References

- Project Management Institute (PMI) – *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*, 7th Edition

- MindTools – RACI Matrix: Making Sure Roles and Responsibilities Are Clear

- [Harvard Business Review – A Better Way to Define Roles and Responsibilities](#)