

## RACI, PAIN/HAPPINESS CHART

ROLES & RESPONSIBILITIES. IDENTIFYING KAIZEN OPPS. COMMUNICATION PLAN

ALDRICH					ROLES & RESPONSIBILITIES, IDENTIFYING KAIZEN OPPS, COMMUNICATION PLAN				
R – Responsible (does the work)									
	A – Accountable (buck stops, ultimate decision-making authority)								
				onsulted) C					
I – Informed (receives info, no permission required to proceed)									
			. equil ea to p						
				Function,					
Responsible Staff	Internal Customer	External Customer	Change?						
Stall	Customer	Customer		Results					

R										
A										
C										
I										
Function,										
Function, Process, Results										
Results										