

RACI Matrix for Project Management Description and Example

Overview

The objective of this document is to provide a clear and concise description of how to understand and use the RACI matrix for project management. This document is intended for use by students, residents, or employees conducting a research or QI project at NCHC.

What is the RACI Matrix?

The RACI matrix is a responsibility assignment chart that maps out every task, milestone, or key decision involved in completing a project and assigns individuals to their respective duties, whereby the acronym RACI stands for the four roles that stakeholders might play in any project. The RACI matrix brings structure to describing the roles that stakeholders play within a project, and it clarifies responsibilities and ensures that everything the project needs done is assigned an individual to do it.

The Four Roles

❖ Responsible: The people who do the work.

These are the individuals who must complete the task or objective or make the decision. Ensure that there is neither too much work assigned to one individual nor too many individuals responsible for one task.

❖ Accountable: The person who is the point of contact for the work completed.

This individual must sign off or approve when the task, objective, or decision is complete. This individual also must make sure that responsibilities are assigned in the matrix for all related activities. This is not to say that the individual responsible is not also accountable for their work, but simply indicates that someone other than the responsible party is signing off or recognizing the task has been completed. There should only be one person accountable for each task or decision delineated, but it is possible to have the same individual listed as both responsible and accountable.

❖ Consulted: The people who be communicated with regarding decisions and tasks.

These individuals are active participants and are kept in the loop of all tasks and decisions.

❖ Informed: The people who will be updated on progress and decisions.

These individuals need updates on progress or decisions, but do not need to be formally consulted, nor do they contribute directly to the task or decision.

Creating a RACI Matrix

Although this document provides an example of a RACI matrix for a QI project that might be conducted at NCHC, the first steps for developing this matrix for communication and project management is to list both the stakeholders involved in the project and the major tasks, milestones, or decisions that will be made throughout the course of the project. From that point, you can begin to assign one of the four roles to each individual and for each task. To ensure that the RACI matrix is effective and contributes to the success of the project, confirm with each stakeholder their role in the project, including resolving any disagreements or ambiguities, and save the matrix with other important project documents.

RACI Matrix Example

The following is an example of a RACI matrix used for a QI project conducted at NCHC. For future purposes, it is best to use a spreadsheet format, such as Excel, for clarity and ease of formatting.

<i>Task/Decision</i>	<i>Principal Investigator</i>	<i>Research Coordinator</i>	<i>Research Committee</i>	<i>Department Director</i>	<i>Data Collectors</i>
<i>Submission of Project Application</i>	R	A	C	C	I
<i>Review and Approval of Application</i>	I	A	R	C	I
<i>Development of Protocol</i>	C	R	I	A	I
<i>Distribution of Materials and Measures</i>	C	A	I	R	C
<i>Data Collection</i>	A	C	I	C	R
<i>Data Analysis</i>	R	A	I	C	I
<i>Evaluation of Revised Workflow</i>	C	R	R	A	I

**Color coating the cells by role will help easily identify who needs to do what and when.*