



Continuous Improvement Toolkit

Responsibility Assignment Matrix

Managing Risk

PDPC
FMEA RAID Logs
Fault Tree Analysis
Risk Assessment*
Traffic Light Assessment

Deciding & Selecting

Pros and Cons
Break-even Analysis
Force Field Analysis
Decision Tree
QFD
Kano Analysis
Critical-to Tree
Cause & Effect Matrix
Confidence Intervals
Probability Distributions
Graphical Analysis
Run Charts
Control Charts
Sampling
Brainstorming
Nominal Group Technique
Affinity Diagram
Attribute Analysis
Lateral Thinking

Planning & Project Management*

RACI Matrix
Stakeholders Analysis
PEST
PERT/CPM
Activity Diagram
Roadmaps
Project Charter
Gantt Chart
PDCA
Control Planning
Gap Analysis
Hoshin Kanri
Kaizen
How-How Diagram
Tree Diagram**
Standard work

Lean Measures
OEE
MSA
Cost of Quality
Reliability Analysis

Understanding Performance

Benchmarking
Focus groups
Photography
Measles Charts
Data
Collection

Prioritization Matrix
Paired Comparison
Pareto Analysis
ANOVA
Hypothesis Testing
Scatter Plot
Correlation
5 Whys
Fishbone Diagram
TRIZ***
Analogy
SCAMPER***
Mind Mapping*
Visioning

Understanding Cause & Effect

Design of Experiments
Regression
Multi-Vari Charts
Relations Mapping*

Identifying & Implementing Solutions***

Simulation
TPM
Mistake Proofing
Pull Systems
JIT
Ergonomics
Work Balancing
Automation
Bottleneck Analysis
Visual Management
Flow
Value Analysis
5S
Wastes Analysis
SMED
Time Value Map
Process Redesign
IDEF0
Value Stream Mapping
SIPOC
Flow Process Chart
Process Mapping
Flowcharting
Service Blueprints

Designing & Analyzing Processes

Creating Ideas**

- Responsibility Assignment Matrix

- ❑ Useful in clarifying roles and responsibilities in cross-functional projects and processes.
- ❑ Describes the participation by various roles in completing tasks for a project or a business process.
- ❑ Also known as **RACI Matrix**.
- ❑ RACI Acronym derived from the four key responsibilities:

Responsible	Consulted
Accountable	Informed

- Responsibility Assignment Matrix

Responsible

The doer

Consulted

Can tell more

Accountable

Sign off work

Informed

Kept in the picture

- Responsibility Assignment Matrix

Responsible:

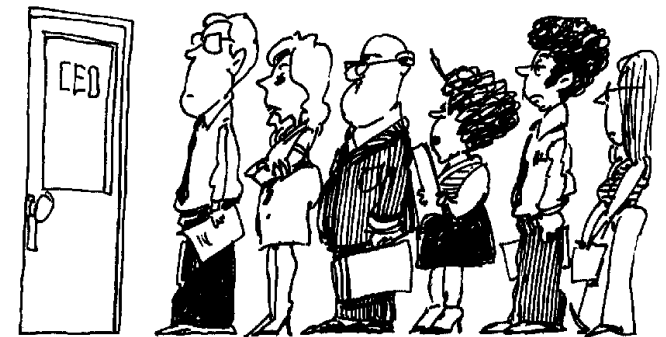
- ❑ This is the person responsible for actually doing the work.
- ❑ There can be a number of doers in any task.
- ❑ There is at least one role with a participation type of responsible.
- ❑ Others can be delegated to assist in the work required.
- ❑ They may be a team leader who will engage others to do the work.



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Accountable:

- ❑ The one who delegates the work to those responsible.
- ❑ The one who ensures the work is completed to time, budget and quality.
- ❑ They may be the same person as the responsible person (when the team is small) or they may be the responsible person's manager.
- ❑ There must be only one accountable specified for each task or deliverable.
- ❑ They are also responsible in approving the completed work.



- Responsibility Assignment Matrix

Consulted:

- ❑ The subject-matter experts in a particular area or topic.
- ❑ They possess special knowledge or skills in a particular area of endeavor.
- ❑ It is useful to ask them for input and get their opinion.
- ❑ This may be through surveys, meetings, focus groups, reviews, etc.
- ❑ Their opinion may be taken into account, however, they don't have authority to change the work or block completion (unless explicitly given).



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Informed:

- ❑ Those who are kept up-to-date on progress as their work depends on the task.
- ❑ They are often updated only on completion of the task.
- ❑ They have no say about the outcomes and no control over how it is implemented.
- ❑ This may also include other departments who might be impacted in some way.
- ❑ keeping them informed is known to be good practice, although the style and timing of this must also be carefully planned.



- Responsibility Assignment Matrix

Tips:

- ❑ RACI planning is useful also for highlighting issues such as:
 - Too many cooks.
 - Not enough communication.
- ❑ Very often the role that is accountable for a task may also be responsible for completing it.
- ❑ Outside of this exception, it is recommended that each role in the project or process for each task receive, at most, just one of the participation types.



- Responsibility Assignment Matrix

Example – Assigning People to a Project:

	Adam	Sami	Ali	Harvey	Sara
Collect data	A	R		R	
Analyze data		I	A/R	C	
Order parts	A	I		C	R
Document	A/R	I	C	I	C

- Responsibility Assignment Matrix

Example: Assigning Roles to a Project:

	Manager	Designer	Writer	Sales	Admin
Project planning	A	C	C	C	R
Content review	C	I	A/R	C	I
Site building	A	R	I	C	I
Testing	C	R	I	I	A/R
Sales follow-up	A	C	C	R	C