



THE RACI BLUEPRINT

WHO DOES WHAT & WHY IT MATTERS

Duration

2 days

Time

9.00am to 5.00pm

INTRODUCTION

Effective project management and team collaboration rely on clearly defined roles and responsibilities. Organizations often face challenges such as role ambiguity, lack of accountability, inefficient decision-making, and miscommunication, leading to delays and decreased productivity. The RACI framework (**Responsible, Accountable, Consulted, Informed**) serves as a strategic tool to overcome these challenges by providing a structured approach to task delegation and project ownership.

The RACI matrix clarifies who is responsible for specific tasks, who is accountable for outcomes, who should be consulted for expert advice, and who needs to be informed about progress. By ensuring that every project stakeholder understands their role, organizations can significantly improve efficiency, decision-making processes, and collaboration across teams.

This training program aims to equip participants with in-depth knowledge of the RACI framework, practical techniques for implementation, and hands-on exercises to apply RACI within their teams and projects. Whether managing small initiatives or large-scale enterprise projects, RACI provides a universal methodology that aligns responsibilities and enhances workflow clarity.

Participants will gain practical insights, learn to identify and assign appropriate RACI roles, and leverage the framework to mitigate conflicts, streamline communication, and optimize project outcomes. By integrating RACI into their organizational processes, participants will be better prepared to manage resources effectively, improve productivity, and contribute to their company's overall success.

Program Objectives

After completing this course, students will be able to:

- ✚ Understand the RACI framework and its significance in project management.
- ✚ Identify and differentiate between the four RACI roles.
- ✚ Learn how to create and apply a RACI matrix to various projects.
- ✚ Improve communication, decision-making, and role clarity within teams.
- ✚ Enhance collaboration and reduce task duplication or confusion.

Target Audience

- ✚ Project Managers
- ✚ Team Leaders & Supervisors
- ✚ Business Executives
- ✚ HR & Operations Professionals
- ✚ Any team member involved in project execution and decision-making

Learning Outcome

By the end of this RACI training, participants will be able to:

- ✚ Clearly define and differentiate between the four RACI roles (Responsible, Accountable, Consulted, Informed).
- ✚ Develop and implement a RACI matrix tailored to their organization's needs.
- ✚ Enhance project planning and execution by assigning roles effectively.
- ✚ Improve communication and collaboration within teams and across departments.
- ✚ Minimize role ambiguity and prevent task duplication or oversight.
- ✚ Increase accountability and decision-making efficiency in projects.
- ✚ Identify common challenges in RACI implementation and apply best practices to overcome them.
- ✚ Integrate RACI into various project management methodologies for improved outcomes.

Program Outline

DAY ONE

Module 1: Introduction to RACI

- What is the RACI Model?
 - Definition and purpose
 - Benefits of using RACI in teams and projects
- Key Components
 - Responsible
 - Accountable
 - Consulted
 - Informed

Module 2: Understanding Roles and Responsibilities

- Difference between "Responsible" and "Accountable"
- Importance of clear communication in "Consulted" and "Informed" roles
- Common pitfalls in role definition and how to avoid them

Module 3: Creating a RACI Matrix

- Step-by-Step Guide
 - Identifying tasks or deliverables
 - Assigning roles based on RACI
 - Validating with stakeholders
- Templates and Tools
- Hands-on Activity

Module 4: Implementing the RACI Matrix

- Tips for introducing RACI to teams
- Monitoring and revising the matrix as projects evolve
- Resolving conflicts in roles or responsibilities
- Integrating RACI with project management frameworks (e.g., Agile, Waterfall)

DAY TWO

Module 5: RACI Matrix Example & Exercise

- Walkthrough of a sample RACI matrix
- Hands-on activity: Creating a RACI matrix for a sample project

Module 6: Common Pitfalls & Best Practices

- Avoiding role confusion and overlaps
- Ensuring proper communication among stakeholders
- Keeping the matrix updated and relevant
- Gaining team buy-in for better adoption

Module 7: Case Studies and Best Practices

- Real-world examples of successful RACI implementation
- Analyzing examples of poorly defined roles
- Group discussion: Lessons learned

TRAINER PROFILE: VIGHNES KANAGARAJ

Vighnes Kanagaraj is a distinguished Lean Six Sigma Trainer and Consultant with a robust background in various multinational companies across Malaysia and the Asia Pacific region.

He holds a Bachelor of Science (Hons) and an MBA from the University of Malaya, along with certifications as a Lean Six Sigma Master Belt and HRDC Certified Trainer.

With over 25 years of hands-on experience, Vighnes specializes in Continuous Improvement, including Lean Six Sigma Management, Six Sigma, 5S, and 8D methodologies. His expertise extends to Change Management, Operations Management, Quality Assurance and Good Practices (GMP, GLP, GDP). Additionally, he is well-versed in Logistics and Supply Chain Management, Business Strategy, and Business Transformation.

Vighnes has held significant roles in esteemed organizations both locally and regionally such as Pharmaniaga Berhad, GlaxoSmithKline, Maersk Line, Momentive (GE Silicones), and Alstom Power (now GE Power). His consulting and training engagements span Malaysian public listed pharmaceutical companies and an Indonesian shipping company in Surabaya, and he has been a speaker at Manufacturing Excellence Events in Malaysia, Thailand, Singapore and United States of America.

Known for his practical solutions and effective training methods, Vighnes Kanagaraj is able to customize training to the needs of the organization focusing on their current challenges and future strategy.

Participation Registration & Fee

Kindly email to marketing department at mytrain2@mytrainingmalaysia.com for latest participation fees.
The Course fee is fully claimable under HRD Corp Claimable Courses.

Our training program is conducted through the following method

1. Public Training Series

2. Exclusive In House Training Series

Registration via online can be done thru our website at www.eliteedge.com.my

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