

Maintenance Roles and Responsibilities using the RACI Model

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What is RACI?

- RACI is an acronym derived from the four key responsibilities most typically used: responsible, accountable, consulted, and informed.
- RACI is used to align everyone on specific processes, example: "Maintenance Planning and Scheduling"
- R - the Doer (could be multiple people)
- A - the Buck Stops Here (One Person/Position)
- C - Consulted (in the Loop)
- I - Informed (Kept in the picture)

Maintenance Planning/Scheduling RACI							
Tasks Decisions / Functions	Stores Leadership / Warehouse Tech	Purchasing	Maintenance Mgr.	Maintenance Planner	Maintenance Supervisor	Maintenance Technician	Production Leadership
Work Identified			A	I	R/C	R	R/C
Planning Priority			A	R	C		C
Work Scope			A	R	C	R	
ID Skill Type or Types and #			A	R	R		
ID Parts/Material if needed			A	R	C	C	
Part/Material Ordered/Expedite d if needed		R	A	R	C		
Parts Received in Warehouse	A/R	I	I	I	I		
Parts Kitted - Ready to Schedule	A/R	C	I	I	I		

Responsibility
Accountable
Consulted
Informed

"the Doer"
"the Buck stops here"
"in the Loop"
"kept in the picture"

"Only the Best Organizations use RACI"

Roles and responsibilities work together to define what a person does at work, whether remotely, as part of a hybrid workforce, or working from anywhere. Generally, a role is a person's place, or seat, on a team. Responsibilities are the duties and tasks assigned to a role via use of a RACI Chart.

When a RACI is not used then you hear things like...

- That's not my job
- I did not know I was responsible
- I did not know I was accountable
- Etc.

RACI Examples

Maintenance Supervisor "Roles and Responsibilities"						
Tasks Positions → Decisions ↓	Maintenance Manager	Maintenance Supervisor	Maintenance Planner	Maintenance Tech	Maintenance Storeroom	Production Leadership
Preventive Maintenance Execution	I	A	R	R	I	C
Maintenance Schedule Development	A	R	R	I	C	C
Parts Kitting	A	C	I		C	
Maintenance Scheduling Meeting	A	R	R			R
Maintenance Planning and Scheduling Execution	A	R	R	R		C
Work Order Close Out	A	R	C	R		I
<div> <div> Responsibility Accountable Consulted Informed </div> <div> "the Doer" "the Buck stops here" "in the Loop" "kept in the picture" </div> <div> (Could be more than 1 person) (One person only) (Two-way communication) (One-way communication) </div> </div>						

"Maintenance Supervisor"

Maintenance Work Order Roles and Responsibilities "RACI"						
Tasks Decisions/Functions → ↓	Maintenance Supervisor	Maintenance Planner	Production Supervisor	Maintenance Manager	Production Manager	Technician
Create a Corrective Maintenance Work Order	R	C	R	I	A	R
Create an Emergency / Urgent Work Order	R		R	A		
Approve Work Order	R	R	C	A		
Parts charged to Asset via Work Order	R	A				R
Ensure WO Info Correct Before Closure	R	A				C
Close Out WO	C	R	C	A		C
Leading/Lagging KPIs Reported	I	R	I	A	I	I
<div> <div> Responsibility Accountable Consulted Informed </div> <div> "the Doer" "the Buck stops here" "in the Loop" "kept in the picture" </div> </div>						

"Maintenance Work Order Process"

Maintenance Technician <i>"Roles and Responsibilities"</i>				
Task Position → ↓	Maint Tech	Maint Supervisor	Maint Planner	Maint. Mgr.
Follow Procedures to Specification and initial each step in the procedure	R	A		
Execute Preventive Maintenance to Specification	R	A		
Checkout Parts from Storeroom by Charging Parts to the Work Order	R	A		
Follow the Maintenance Schedule	R	A	C	
Report any issues with Maintenance Work to Supervisor	R	A		
Participate in Weekly Tool-Box Talks	R	R	R	I
<div> Responsibility <i>"the Doer"</i> (could be more than one) Accountable <i>"the Buck stops here"</i> (One person only) Consulted <i>"two-way communication"</i> (in the Loop) Informed <i>"one-way communication"</i> (kept in the picture) </div>				

"Maintenance Technician"

Maintenance Planning/Scheduling RACI							
Tasks Decisions / Functions	Stores Leadership / Warehouse Tech	Purchasing	Maintenance Mgr.	Maintenance Planner	Maintenance Supervisor	Maintenance Technician	Production Leadership
Work Identified			A	I	R/C	R	R/C
Planning Priority			A	R	C		C
Work Scope			A	R	C	R	
ID Skill Type or Types and #			A	R	R		
ID Parts/Material if needed			A	R	C	C	
Part/Material Ordered/Expediated if needed		R	A	R	C		
Parts Received in Warehouse	A/R	I	I	I	I		
Parts Kitted – Ready to Schedule	A/R	C	I	I	I		
<div> Responsibility <i>"the Doer"</i> Accountable <i>"the Buck stops here"</i> Consulted <i>"in the Loop"</i> Informed <i>"kept in the picture"</i> </div>							

"Maintenance Planning and Scheduling"

Maintenance Storeroom Management

Tasks Decisions/Functions	Site Leadership	Purchasing Manager	Trident Storeroom Manager	Maintenance Technician	Stores Attendant	Maintenance Management	Vendors
Part / Material received to SOP	I	C	A	C	R	C/I	C
Did Part Match PO? Yes – Move to next step No – Put aside		C	A		R		C
Part / Material Location Identified • Kitted-Planned Work • Stores Stock		I	A		R	C/I	
Part / Material set in place designated by CMMS		I	A		R	I	
Parts / Material Stored to Specifications		C	A		R		
Parts checkout and Charged to an Asset	I	I	C	R	R	A	
Security of Storeroom	A	R	R		R	C	I
<div> <div> Responsibility Accountable Consulted Informed </div> <div> “the Doer” “the Buck stops here” “in the Loop” “kept in the picture” </div> </div>							

“Maintenance Storeroom Management”

Proactive Maintenance

“Roles and Responsibilities”

Task ↓	Position →	Prod Mgt.	Maint Mgr.	Maint Super	Stores	Maint Tech	Maint Planner	Oper.
Write a Work Request		I	A	R		R	R	R
Convert to Work Order		I	A	R	C	I	R	I
WO Charged to an Asset			A	R		C	R	C
Maintenance Planning		C	A	C		C	R	
Maintenance Scheduling		C	A	C	C		R	
Work Execution		I	A	R		R		
Work Order Data Input			A	C		R	R	
Work Order Close Out		C	A	C	I	C	R	I
Maintenance KPIs		I	A	C			R	

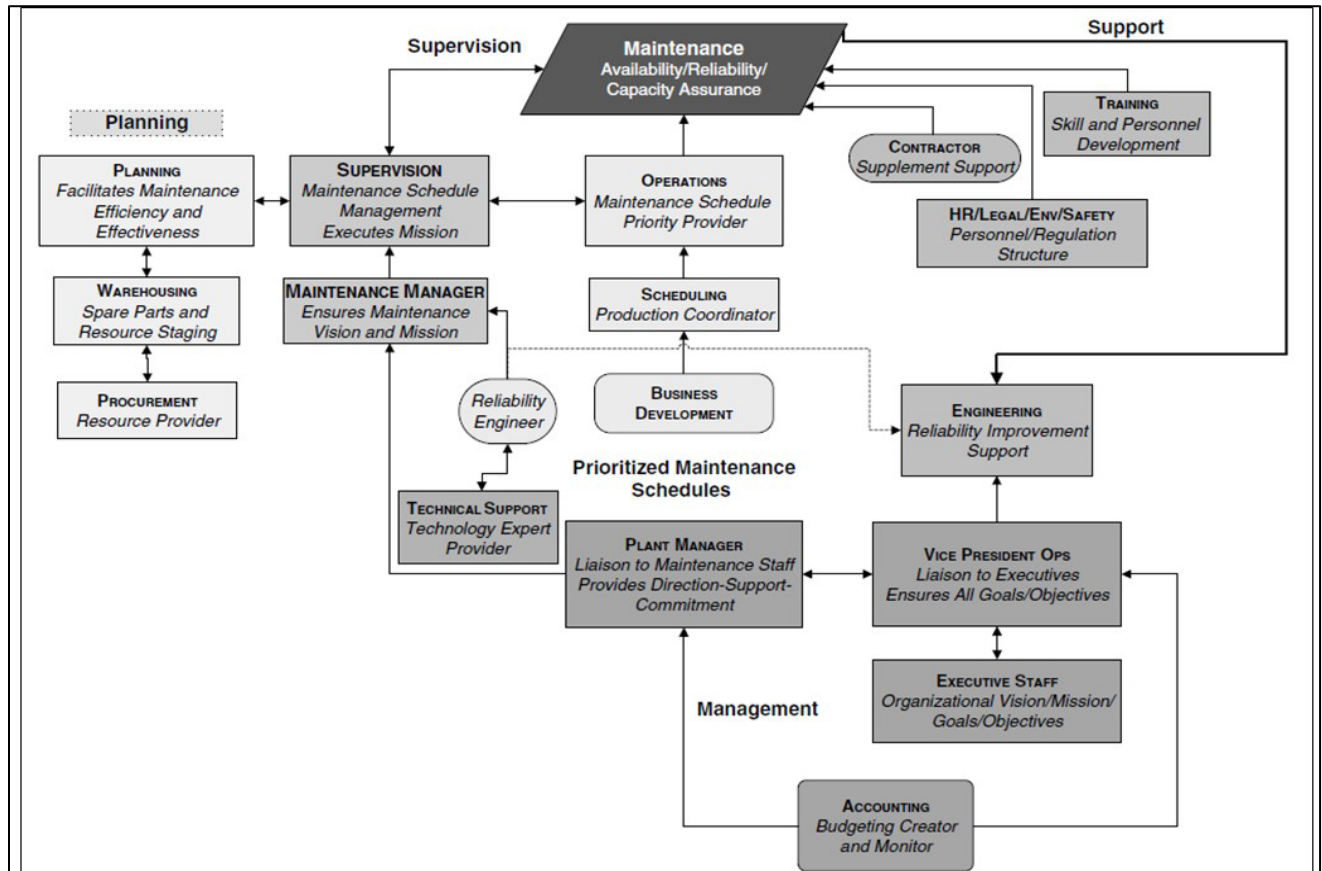
Responsibility	“the Doer” (could be more than one)
Accountable	“the Buck stops here” (One person only)
Consulted	“two-way communication” (in the Loop)
Informed	“one-way communication” (kept in the picture)

“Proactive Maintenance”

The Process to Create a RACI Chart

Step 1: Identify Deliverables to all Stakeholders

Step 2: Identify the Maintenance Process



Step 3: Assign The RACI for Each Role for each Task.

- R – Who is Responsible (the Doer), Can be more than one person
- A – Accountable (the Buck Stops Here), Can be only one person
- C – Consulted (2-Way Communication)
- I – Informed (One-Way Communication only)

Step 4: Agree on the Roles and Responsibilities in the RACI with all stakeholders

Example: Stakeholders for the Maintenance Planning and Scheduling Process could be:

- 1. Maintenance Planner / Scheduler**
- 2. Maintenance Supervisor**
- 3. Maintenance Technician**
- 4. Storeroom**
- 5. Production**



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