



## True North

Improving the financial results and operational performance of our clients by eliminating waste in all business processes and creating a culture to support sustainable results.

Dear Client,

Defining roles and responsibilities throughout your organization can have great rewards for your business. "**ARCI**" is a proven method that clarifies and defines the (1) roles and responsibilities of everyone involved in a business process, (2) decisions that need to be accomplished and the (3) tasks to be completed. It is a straightforward tool to assist in recognizing and correcting organizational roadblocks due to resource misalignment.

## What is ARCI?

**ARCI** is a tool for roles and responsibility charting and stands for **A**ccountable, **R**esponsible, **C**onsulted, and **I**nformed. This methodology provides a means for documenting and effectively communicating to all employees the roles and responsibilities of everyone in the organization.



**Accountable** - "The Buck Stops Here" - the person who makes the final decision, has ultimate ownership and the power of veto. Only one "A" can be assigned to a task.

**Responsible** - "The Doer" - the person(s) who perform a task. More than one "R" can be assigned to a task and can be shared across tasks.

**Consulted** - "Prior to Making A Decision" - the person(s) who must be consulted before a decision or action is taken.

**Informed** - "After the Decision is Made" - the person(s) who must be informed that a decision or action has been taken.

### The purpose of the ARCI process is to define the following:

1. The functions, activities and/or tasks to be completed.
2. Who is **accountable** for the results of each function, activity or task.
3. Who is **responsible** for the results of each function, activity or task.
4. Who must be **consulted** and/or **informed** of any process changes, functions, activities or task.

## How do you know you need ARCI?

## Quote of the Month

"If the ladder is not leaning against the right wall, every step we take just gets us to the wrong place faster."

--Stephen  
R. Covey



## The Competitive Edge

Exceeda Consulting, Inc., we are professional and experienced business consultants serving small and mid-size companies. We develop and implement solutions that guide the continuous profitable growth of our clients.

Your competitive edge is linked to your ability to rapidly deploy business solutions. Using our innovative systems

*If you hear any of these types of comments in your organization, ARCI analysis may be overdue:*

- "The approval process, even for the simplest item, takes so long"
- "It seems everyone is putting together a spreadsheet on the same data"
- "Things are always slipping through the cracks"
- "I have the responsibility, but not the authority to get the job done"
- "My boss always overrules my decisions"
- "I'm not going to do it . . . it's not my job"

*Other symptoms you may recognize include:*

- Blaming of others for not getting the job done
- Out of balance work loads
- Lack of action because of ineffective communications
- An "us vs. them" attitude
- A "not sure, so take no actions" attitude
- Idle time
- Creation of, and attention to, non-essential work to fill time
- A reactive work environment . . . firefighting
- Poor morale
- Low initiative

*Benefits of ARCI:*

- Eliminates misunderstandings and encourages teamwork.
- Removes duplication of effort.
- Increases productivity and efficiency through well defined accountability.
- Increases capacity by eliminating overlaps and redundancies.
- Lowers scrap and rework because team member roles and responsibilities are defined.
- Flattens the organization structure by collapsing unneeded layers and placing accountability where it belongs.
- Better trained team members by defining roles.
- Better communication as a result of aligned communication (consult & inform).

## **How We Can Help!**

If you have noticed any of the symptoms above, are considering a process change or reorganization at your company, have the need for workload analysis, or simply want better documentation of the roles and responsibilities within your business . . . ARCI is the right tool for you!



We have successfully performed ARCI analysis at many businesses, and industries, across various departments with great success. Through successful implementation of this tool, we have seen great improvements in process performance as well as reduced costs and improved service levels and quality.

and proven methodologies this goal will be achieved in an environment that stresses teamwork and makes cooperation an essential element in the work environment. With over 20 years of experience and an extensive list of capabilities Exceeda Consulting is uniquely qualified to meet your business needs and give your company the competitive edge.

We invite you to discover how Exceeda Consulting can help you realize your company's greatest potential.

[Visit Us On The Web](#)



**Please contact us to see how we can help your organization!**

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