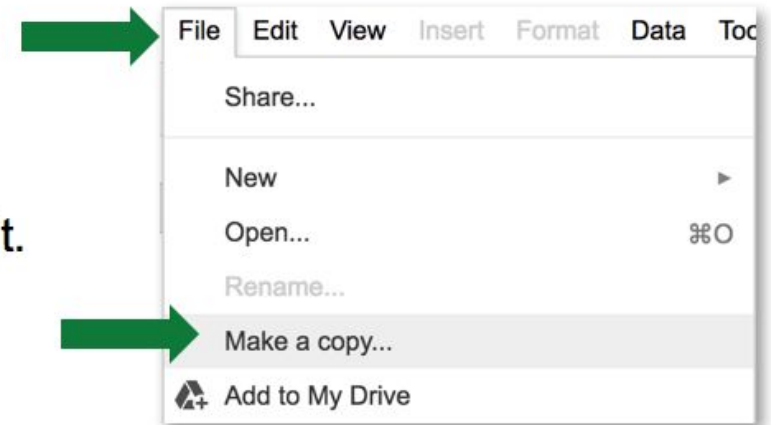## How to use this template:

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PDCA RACI Matrix Template

Example Template

Activity	Product Manager	Customer Success Manager	UX Designer	Marketing Team	Data Analyst
Plan					
Analyze existing onboarding steps	R	C	C	I	A
Brainstorm onboarding improvements	A	R	C	C	I
Select most effective changes	R	C	A	I	C
Develop project timeline	A	C	I	I	R
Do					
Design new onboarding flow	I	C	R	C	A
Implement changes to onboarding	C	A	R	C	I
Communicate updates to customers	I	R	C	A	I
Gather feedback from new users	I	R	I	A	C
Check					
Analyze customer feedback	C	A	I	I	R
Assess impact on onboarding metrics	C	R	I	I	A
Identify quick wins for improvement	A	C	I	R	I
Act					
Adjust onboarding flow based on data	R	A	C	I	R
Update onboarding documentation	I	R	C	A	I
Launch customer onboarding survey	I	R	C	R	I

RACI Key

Responsible	R	Accountable	A	Consulted	C	Informed	I

Activity	Product Manager	Stakeholder 2	Stakeholder 3	Stakeholder 4	Stakeholder 5
Plan					
	R				
	A				
	C				
	I				
Do					
Check					
Act					

RACI Key

Responsible	R	Accountable	A	Consulted	C	Informed	I

Example Template

Activity	Product Manager	Customer Success Manager	UX Designer	Marketing Team	Data Analyst
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Implement changes to onboarding	C	A	R	C	I
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Gather feedback from new users	I	R	I	A	C
Check					
Analyze customer feedback	C	A	I	I	R
Assess impact on onboarding metrics	C	R	I	I	A
Identify quick wins for improvement	A	C	I	R	I
Act					
Adjust onboarding flow based on data	R	A	C	I	R
Update onboarding documentation	I	R	C	A	I
Launch customer onboarding survey	I	R	C	R	I

RACI Key

Responsible	R	Accountable	A	Consulted	C	Informed	I

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