

Correct and Improve the SMS RACI

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1. Roles and responsibilities matrix

The table below identifies the roles and responsibilities for all parties involved with regard to the development, management, implementation and review of the continual improvement process.

Activity	Top Management	SMS Manager/ Service Owner	Process Owner	Operational Manager	Operations Team	Other parties
1) Prioritise opportunities and agree preferred options	A C	R	C	C	C	C Customers Other parties Interested parties
2) Plan and manage approved improvements	A I			C	C	C Customers Other parties Interested parties
3) Assess and agree resources required as part of planning	A C	R	C	C	C	C Customers Other parties Interested parties

Activity	Top Management	SMS Manager/ Service Owner	Process Owner	Operational Manager	Operations Team	Other parties
4) Communicate changes to objectives and targets	A C	R	I	I	I	I Customers Other parties Interested parties
5) Check the progress of any corrections	I	A	R	R	C	R Other parties
6) Verify actions taken and report results	A C	R	I	I		I Customers Other parties Interested parties
7) Update the service management plan(s)	A C	R	I	I	I	I Customers Other parties Interested parties

Document owner and approval

The SMS Manager is the owner of this document and is responsible for ensuring that it is reviewed in line with the requirements of the management system.

The current version of this document is available to and is published
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