



RUNNING EXAMPLE

Lendari applies this card to Margaux, its after-sales agent (maturity N2), owned by Camille Roussel (DDAO).

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1 THE ROLES AT LENDARI

BUSINESS (AFTER-SALES)

Léa Fontaine, head of customer service

DDAO

Camille Roussel, director of digital transformation

TECHNICAL

Paul Dubois, lead AI and data

COMPLIANCE

Sofia Nguyen, DPO and compliance

EXECUTIVE

Étienne Mercier, executive management

2 THE RACI MATRIX

ACTIVITY	BUSINESS	DDAO	TECH.	COMP.	EXEC.
Define the decisions & caps	R	A	—	C	I
Draft & sign constitution + mandate	C	A	C	C	R
Wire the six settings (configuration)	C	A	R	—	—
Arm & test the stop mechanism	—	A	R	—	I
Supervise & re-read the sample	R	A	I	—	—
Decide the launch (go / no-go)	C	R	—	C	A
Respond to an incident	C	A	R	—	I

R performs · A approves and answers for it · C consulted · I informed · — not involved. One A per row, and never on the agent.