



RUNNING EXAMPLE

Rhena applies this card to ANNA, its first-level home claims agent (maturity N2), owned by Dr Katrin Ostermann (DDAO).

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1 THE ROLES AT RHENA

BUSINESS (CLAIMS)

Marek Sobczak, head of claims

DDAO

Dr Katrin Ostermann, chief compliance officer

TECHNICAL

Bernd Kessler, head of systems

COMPLIANCE

Sofia Lindqvist, group compliance

EXECUTIVE

Andreas Voll, board member for claims

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.