

Decision Rights Matrix (Who decides what)

Stop being the bottleneck by making decision rights explicit.

How to use

- List the decisions that currently interrupt the owner most often.
- Assign a decision owner and define limits (budget/time/risk).
- Communicate this to the team and reference it weekly until it sticks.

Decision rights table

Decision area	Decision owner	Limits (budget/time/risk)	When to escalate	Notes

Common examples (use/adjust)

- Pricing/discounting: define a discount limit and who can approve exceptions.
- Supplier orders: define purchase approval thresholds.
- Customer complaints: define response timeline + who can approve refunds/redos.
- Staff leave/rosters: define who decides and when it needs escalation.