DELIVERABLES · COMPLETE

Every file, and what it is for

Thirty-six files. No filler, no stock assets, no upsell.

The toolkit follows the sequence a research operations assessment actually takes: scope the operation, gather artefacts, score the six dimensions, then leave behind an operating model. This is the complete breakdown, including format and page count.

MODULE	FILE	FORMAT	PP	JOB	WHAT IT DOES
Start Here	**Quick Start Guide**	PDF / DOCX	8	Orientation	The whole model on eight pages: who to interview, which evidence to gather, how the modules connect.
Scoping & Research Strategy	**Research Ops Audit Proposal**	PDF / DOCX	7	Commercial	A priced proposal written for a head of research or a VP of product, with three tiers and exclusions.
Scoping & Research Strategy	**Research Portfolio & Prioritisation Worksheet**	PDF / DOCX	6	Commercial	Maps demand against capacity and exposes the gap between roadmap intent and research supply.
Scoping & Research Strategy	**Statement of Work**	PDF / DOCX	4	Commercial	Deliverables, acceptance, change control, IP and payment terms.
ReOps Maturity Model	**Research Operations Maturity Model**	PDF / DOCX	10	Instrument	Six dimensions, forty-eight criteria, each with a written level descriptor and the evidence required.
ReOps Maturity Model	**48-Criterion Rubric**	PDF / DOCX	8	Instrument	All forty-eight criteria mapped to the Burgess pillar each one derives from.
ReOps Maturity Model	**Maturity Scoring Workbook**	XLSX	—	Instrument	Live scoring across eleven tabs, with a radar chart and a level-per-dimension summary.
Participant Operations	**Recruitment & Panel Management Kit**	PDF / DOCX	8	Instrument	Panel structure, sourcing mix, refresh policy and the metrics that tell you the panel is stale.
Participant Operations	**Screener & Consent Library**	PDF / DOCX	7	Instrument	Versioned screeners per research stream, with consent, recording release and data notice.
Participant Operations	**Scheduling & Incentives Playbook**	PDF / DOCX	6	Instrument	Booking, reminders, no-show recovery and compliant incentive handling.
Tooling & Data	**Tooling Stack Assessment**	PDF / DOCX	7	Instrument	Audits the stack against the methods actually used, and prices the redundancy.
Tooling & Data	**Data Governance & Retention Policy Pack**	PDF / DOCX	6	Instrument	Classification, storage, retention, anonymisation and deletion, written to be adopted rather than admired.
Repository & Knowledge	**Insight Repository Blueprint**	PDF / DOCX	8	Instrument	Schema, entry template, governance and the migration plan for the mess you already have.
Repository & Knowledge	**Tagging & Metadata Taxonomy**	PDF / DOCX	6	Instrument	A controlled vocabulary for product area, method, theme, segment and confidence.

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Repository & Knowledge	**Insight Activation Playbook**	PDF	6	Instrument	How findings reach decisions: the cadence, the formats and the decision log.
Quality & Enablement	**Study Quality Checklist Pack**	PDF / DOCX	6	Instrument	Per-method checklists for design, execution and delivery, with a peer-review gate.
Quality & Enablement	**Research Training Curriculum**	PDF / DOCX	5	Instrument	Onboarding for researchers and a shorter track for non-researchers running studies.
Bonus - Source Files	**ReOps Metrics Dashboard**	XLSX	—	Bonus	Pre-built dashboard: panel health, study throughput, repository usage, time-to-insight.
Bonus - Source Files	**Study Plan Templates**	DOCX	—	Bonus	Six method-specific study plans, pre-structured to the protocol standard.
Bonus - Source Files	**Figma Research Repository Board**	FIG	—	Bonus	An editable board for synthesis, tagging and insight prioritisation.
Bonus - Source Files	**README**	MD	—	Bonus	How to import, duplicate and licence the source files.

Formats: PDF for reading and sending, DOCX for editing and rebranding, XLSX for the live scoring model, PPTX for the readout, PNG and JAM for workshop boards, FIG for the Figma source, JSON for token export. 36 files in total. Every PDF has an editable counterpart except the bonus source files, which are supplied in their native format.