CONTENTS · COMPLETE

Everything in the kit

Seven modules, one bonus pack, thirty-six files and 108 designed pages.

This is the full table of contents, not a summary. Every file is listed with its format, its page count and what it is actually for. If a file is not on this list, it is not in the toolkit.

MODULE 00 — Start Here — Orientation, licence, and the assessment path

Quick Start Guide	PDF / DOCX	8 pp	The whole model on eight pages: who to interview, which evidence to gather, how the modules connect.

MODULE 01 — Scoping & Research Strategy — Assess the operation, not the researchers

Research Ops Audit Proposal	PDF / DOCX	7 pp	A priced proposal written for a head of research or a VP of product, with three tiers and exclusions.
Research Portfolio & Prioritisation Worksheet	PDF / DOCX	6 pp	Maps demand against capacity and exposes the gap between roadmap intent and research supply.
Statement of Work	PDF / DOCX	4 pp	Deliverables, acceptance, change control, IP and payment terms.

MODULE 02 — ReOps Maturity Model — The instrument that produces evidence

Research Operations Maturity Model	PDF / DOCX	10 pp	Six dimensions, forty-eight criteria, each with a written level descriptor and the evidence required.
48-Criterion Rubric	PDF / DOCX	8 pp	All forty-eight criteria mapped to the Burgess pillar each one derives from.
Maturity Scoring Workbook	XLSX	—	Live scoring across eleven tabs, with a radar chart and a level-per-dimension summary.

MODULE 03 — Participant Operations — The part that breaks first

Recruitment & Panel Management Kit	PDF / DOCX	8 pp	Panel structure, sourcing mix, refresh policy and the metrics that tell you the panel is stale.
Screener & Consent Library	PDF / DOCX	7 pp	Versioned screeners per research stream, with consent, recording release and data notice.
Scheduling & Incentives Playbook	PDF / DOCX	6 pp	Booking, reminders, no-show recovery and compliant incentive handling.

MODULE 04 — Tooling & Data — Infrastructure and the law

Tooling Stack Assessment	PDF / DOCX	7 pp	Audits the stack against the methods actually used, and prices the redundancy.
Data Governance & Retention Policy Pack	PDF / DOCX	6 pp	Classification, storage, retention, anonymisation and deletion, written to be adopted rather than admired.

MODULE 05

Repository & Knowledge Making findings findable

Insight Repository Blueprint	PDF / DOCX	8 pp	Schema, entry template, governance and the migration plan for the mess you already have.
Tagging & Metadata Taxonomy	PDF / DOCX	6 pp	A controlled vocabulary for product area, method, theme, segment and confidence.
Insight Activation Playbook	PDF	6 pp	How findings reach decisions: the cadence, the formats and the decision log.

MODULE 06

Quality & Enablement Standards, training and community

Study Quality Checklist Pack	PDF / DOCX	6 pp	Per-method checklists for design, execution and delivery, with a peer-review gate.
Research Training Curriculum	PDF / DOCX	5 pp	Onboarding for researchers and a shorter track for non-researchers running studies.

MODULE 07

Bonus - Source Files The working assets

ReOps Metrics Dashboard	XLSX	—	Pre-built dashboard: panel health, study throughput, repository usage, time-to-insight.
Study Plan Templates	DOCX	—	Six method-specific study plans, pre-structured to the protocol standard.
Figma Research Repository Board	FIG	—	An editable board for synthesis, tagging and insight prioritisation.
README	MD	—	How to import, duplicate and licence the source files.

TOTAL	36 files	**108 pp**	108 designed pages, excluding the workbook and source files