



OASIS RESEARCH WRITING

Institutional Practice Series

Behind the Scenes: Our Research SOP

How OASIS Research Writing Delivers Every Engagement

Introduction

Clients see the finished report. They rarely see the process that produced it — the discovery conversation, the scope agreement, the verification pass, the internal disagreement over a source that didn't hold up. That process is the Standard Operating Procedure, and it is the actual reason a deliverable can be trusted.

This document walks through that process as it runs at OASIS Research Writing: eight stages, each with a defined objective, a set of activities, and a concrete deliverable. Nothing here is aspirational — it is the working sequence every engagement follows before a document reaches a client.

The Eight-Stage Protocol

Every engagement, regardless of subject matter or size, is carried through the same eight stages. Consistency of process is what makes quality repeatable rather than incidental.

1. Requirement Discovery

Objective: Understand what the client actually needs, not just what they initially describe.

Activities: Initial discussion, documentation review, and needs assessment.

Deliverable: A written requirement brief the client can confirm or correct before work begins.

2. Scope Definition

Objective: Fix the boundaries of the project before research starts.

Activities: Project planning, timeline setting, fee proposal, and an NDA where confidentiality requires it.

Deliverable: A scope document and signed agreement.

3. Research & Analysis

Objective: Collect, evaluate, and synthesise the relevant law, data, or literature.

Activities: Source identification, verification against primary authority, and multi-source cross-checking.

Deliverable: Annotated research findings, including any conflicting authority found.





4. Drafting

Objective: Turn verified research into a structured first draft.

Activities: Structured writing with citations placed against each claim as it is made.

Deliverable: A complete draft deliverable.

5. Internal Review

Objective: Catch errors before the client ever sees them.

Activities: An independent reviewer checks accuracy, citations, logic, and editorial quality — someone other than the drafter.

Deliverable: A reviewed, corrected draft.

6. Client Review

Objective: Incorporate the client's own knowledge of the matter.

Activities: A consolidated revision cycle addressing client feedback in a single structured pass.

Deliverable: A revised draft reflecting agreed changes.

7. Final Delivery

Objective: Hand over a finished, properly formatted deliverable.

Activities: Final formatting, a delivery note explaining what was done, and file transfer in the agreed format.

Deliverable: The final deliverable and project closure.

8. Post-Delivery Support

Objective: Ensure the client can actually use what was delivered.

Activities: Clarification queries and minor revisions within the agreed scope.

Deliverable: A closure confirmation once the client is satisfied.

Why the Order Matters

Each stage exists to catch a specific kind of failure before it reaches the client. Skipping or reordering a stage does not just save time — it removes the safeguard that stage was built to provide.

Stage Skipped	What Typically Goes Wrong
Requirement Discovery	Research answers the wrong question, wasting the entire engagement
Scope Definition	Uncontrolled scope creep and disputed fees
Internal Review	Errors and weak citations reach the client undetected
Client Review	The final deliverable misses context only the client holds
Post-Delivery Support	Minor clarifications become new, unscoped disputes

A Standard Operating Procedure is not bureaucracy layered onto good work. It is what makes good work repeatable across every client, every subject, and every researcher on the team.



A Short Walk-Through

A client requests a policy brief on a proposed regulatory amendment. Requirement Discovery clarifies that the client needs the brief for an internal board decision, not public circulation — which shapes tone and depth. Scope Definition fixes a two-week timeline and confidentiality terms. Research & Analysis surfaces conflicting regulatory guidance, which is documented rather than smoothed over. Drafting produces a structured brief; Internal Review catches an outdated citation before it reaches the client. Client Review adds internal context the researchers could not have known. Final Delivery hands over a formatted brief with a short delivery note, and Post-Delivery Support resolves two follow-up questions from the board within the following week.

The Principles Behind the Process

- **Accuracy** — every claim is checked before it is written, not after.
- **Professionalism** — structure and formatting are treated as part of the work, not an afterthought.
- **Confidentiality** — client information is protected at every stage, formalised through NDAs where required.
- **Continuous Improvement** — each engagement is reviewed for what the process itself could do better next time.

Frequently Asked Questions

Does every project go through all eight stages, regardless of size?

Yes, though the depth at each stage scales with the project. A short brief moves through the same sequence more quickly than a multi-week research report.

Who conducts the Internal Review?

A reviewer independent of the original drafter, so accuracy and logic are checked by a second, unbiased perspective before the client sees the work.

What happens if research uncovers conflicting authority?

The conflict is documented in the Research & Analysis stage and carried through into the draft honestly, rather than resolved artificially in favour of a cleaner narrative.

Is client feedback incorporated at multiple points, or just once?

Feedback is consolidated into a single structured revision cycle at the Client Review stage, which keeps revisions organised and prevents scope drift.

What does Post-Delivery Support actually cover?





Clarification questions and minor revisions within the original agreed scope — not new research, which would fall under a new engagement.

SOP Compliance Checklist

- ☐ Requirement brief documented and confirmed with the client.
- ☐ Scope and fee proposal agreed in writing, with NDA where required.
- ☐ Research findings verified against primary sources.
- ☐ Draft completed and checked against the agreed scope.
- ☐ Internal review completed by someone other than the drafter.
- ☐ Client feedback consolidated into a single revision cycle.
- ☐ Final deliverable formatted, proofread, and accompanied by a delivery note.
- ☐ Post-delivery questions tracked through to closure confirmation.

Conclusion

The eight-stage SOP is what stands behind every OASIS Research Writing deliverable, whether the finished document is two pages or twenty. It exists so that quality does not depend on which researcher happens to be assigned, or how much time is left before a deadline. Clients see the report; this is what makes the report worth trusting.

