

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO BULLETIN OF 20 NOVEMBER 1973
Issue II

Remimeo
All Levels
Flag Interns

(Reissued 18 November 1987 to update
and correct references listed. Cor-
rections in script.)

C/S Series 89

F/N WHAT YOU ASK OR PROGRAM

Ref:

HCOB 21 Nov. 73

THE CURE OF Q AND A,
MAN'S DEADLIEST DISEASE

When an auditor asks one question but F/Ns something else,
it is simply a version of Q and A.

Example: AUDITOR: Do you have a problem? PC: (ramble-
ramble) I was thinking of last night's dinner. AUDITOR: That
F/Ns.

Every few folders you pick up, if you can find examples of
this:

The auditor is not trained not to Q-and-A.

He is NOT getting answers to his questions.

When the auditor starts something (such as a question or
process), he MUST F/N what he started EVEN THOUGH HE DID SOME-
THING ELSE DURING IT AND GOT AN F/N ON SOMETHING ELSE. HE MUST
F/N THE ORIGINAL ACTION.

The result can be:

- a. Missed W/H phenomena.
- b. High or low TA an hour after the pc "F/Ned at Examiner.'
- c. A stalled case.
- d. An undone program.
- e. An unhandled pc.
- f. Continual need for repair programs.

To get this disease out of an HGC requires that auditors go
through an anti-Q and A handling.

C/S Q AND A

C/Ses can also Q-and-A. They simply handle whatever the pc
originates to the Examiner or auditor, over and over and on and
on.

The result is:

- A. Incomplete programs.
- B. Tripled or quadrupled C/S effort, as the case never seems to get solved.
- C. Loads of repair programs.

Yet a C/S who does it will never look for it as THE primary error being committed.

The remedy is to have the C/S do an anti-Q and A program.

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