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Writing of Letters by Staff Auditors

A Review of the financial standing of the organization has led me to sort out all differences between past procurement and present procurement, with the finding that the essential change seems to be when we shifted from letters by staff auditors to prospects, over to a specialized activity called Letter Registrar. Actually, the decline in letter writing by staff auditors preceded this particular change; it came about when administrators to Training, Processing and Books were appointed. This work used to be done entirely by staff auditors and apparently the public better responded to letters by staff auditors to them than letters by Letter Registrars to them. There has been considerable criticism in the past about staff auditors writing letters but most of this came from inside the organization, the public did not protest to a great degree. The public is now protesting, however, and apparently they object to writing to a post in the organization as opposed to a terminal that has a name. Staff auditors fulfilled this particular requirement - they had all sorts of people they were writing to in their hour each day.

Therefore, without slacking off the existing PrR lines, we will re-institute in all organizations, the function of letter writing in CF by staff auditors after they have finished their session.

The bugs in this program used to be that we had not trained staff auditors in letter writing. Therefore, we must now have a training program for letter writing to the public, but remember, the organization staff was the only one who objected strenuously to these handwritten staff auditor letters, the complaints by the public were very few.

The next difficulty came about with auditors conferences which lasted so long that the auditors never got a chance to write letters. Well, strenuous training days for staff auditors are over, even if the training must still be done. Therefore, the holding of long conferences by the D of P with the staff auditors at the end of an auditing day must be curtailed. This does not mean that auditors must not report to the D of P. They can report individually and get gone.

Sometimes we ran into problems about room for this work. Very small desks or long tables have been set up in CF for this staff auditor work, and this has been successful. Another bug was the system by which auditors wrote letters; some would start at the beginning of central files, some at the end, some at the middle, with the result that beginning, middle and end were overwritten to the exclusion of others. To overcome this, since we now have Address systems, we parcel out the country and use CF, which is by geographical areas, to hand out our names. We can run off a full set of cards in Address and then parcel these out with one area to one auditor. The only liability this system has is to give one auditor dominance in a specific area and in effect, it has been said to build him a practice; well, I don't think this is bad now, for the Central Organization will eventually have to set up centers, and we can have an understanding that the person who will set up the HASI-controlled center in an area will eventually be the staff auditor who was successful with that area. This makes for good letter apportionment of incoming mail.

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By having a chart with an auditor's name in each geographical area, then we can give that auditor all the letters from area and not run the risk of changing names on his correspondence. The public likes a constant name to write to -- we did better with staff auditors writing people in the field. So let's get this program going again.

Also, staff auditors on Monday and Friday or Saturday used to do all the test work. Those not needed in Testing did letters. We should return to this, abolishing the Testing Administration and giving it back to staff auditors. Persons now doing Testing Administration can be used elsewhere. There is no Testing Administration now.

Let's try this as a means of boosting income and cutting the gross number of units.

LRH;BRB;mg;sh;rok
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