

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex.

Cen-O-Con

D/T

HCO POLICY LETTER OF JANUARY 22, 1962

URGENT
CRASH PROGRAMME

I WANT THIS DONE.

Not that Orgs. are failing, they are not, but on the contrary are advancing.
Not that you don't have a lot to do routinely, you do.

BUT - our forward advance is ~~putting~~ putting up certain exact problems common to every office. There are certain remedies for these problems. They are all contained below.

This is what I want you to institute as the highest importance.

- (1) HCO Area Sec. Get Org Ruds in, one after the other, as rapidly as you can and then go over them again and again.
- (2) D of P - Outside pcs. At the end of each week's auditing on an HGC pc, check that pc out for MISSED Withholds and pull them. Do this as D of P, or appoint a special person who can really run a meter. The only question asked is "Has a withhold been missed on you"? Clean up those missed. If other ruds wildly out, return pc to his or her staff auditor to get the pc squared away. Do this on Thursday as part of pc's auditing time. Use a specialist, not the staff auditor. Use a British Mark IV only. This will zoom ARC with organd get you the re-signs ups you are now missing.
- (3) HCO Sec's Staff Staff Auditor. Take staff staff auditors into HCO but pay them from Central Org. Run the staff through one by one and only pick up Missed Withholds with a British Mark IV meter. Pick up the missed W/Hs and then go to the next staff member. Applies to all staff members. This is a specialist action. All HCO supervised, and HCO supervises all staff auditing from here on. And keep the staff members winning on their auditing.
- (4) D of T. Get personal with your students. Get them winning and graduating. Make auditors, don't just follow routine. Make students straighten up students. Personal interview students frequently. Get them winning. Do training by check sheet, not by mass classes. Get auditors graduating. Keep their interest up. Get students coming out of the Academy and have them auditing to high quality.
- (5) HCO Board of Review. Take exam for Class II and III off the HCO Area Sec. Do good, sound examination. Does the staff member know the data, not the commas. Find out what goofiness a person who can't pass an exam is up against and straighten it up, don't just examine and fail people. Get people passing perfect. Don't defy people to pass perfect. This data can be learned. Remember that data exams are complemented with practical performance. (We have a student at Saint Hill who knows all the HCOB's and tapes perfectly and yet, couldn't give an assist to a cat or read a meter needle if he were threatened with hanging if he didn't do it.)

These are the things that will get the org there and raise your units.

So please, please, please get on them fas and keep on them.

LRH:sf Copyright (c) 1962

L. RON HUBBARD

by L. Ron Hubbard ALL RIGHTS RESERVED.