

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 21 JULY 1966

Remimeo

TECH vs QUAL

The general rule is laid down that, except for Declaration of Grade, Certificate or Class, Tech shall attempt to handle all it can on all cases and students and only when Tech personnel consider it hopeless (or the student or pc is ready for Declare, Cert or Grade) shall the student or pc be sent to Qual.

“Review flat” is not now to be considered mandatory. The pc previously has been sent to the D of P and then to Qual to verify that a flat point has been reached. This routing is ended. If the *auditor* or Case Supervisor, either one, wants a check for the flatness of a process, only then is the pc sent to the D of P (not to Qual also). If the flatness indicates a grade has been attained the usual action is just send from auditor to examiner in Qual.

To routinely and always send a pc for a flatness of process check is actually a violation of the Fast Flow Management System. It checks things which may be all right.

Review, when it finds a rehab incomplete, should quickly route the pc back to Tech. As a general rule, only when Tech is utterly at a loss does Review take over and audit the pc.

The Case Supervisor should keep and post HGC auditor “statistics” announcing goofs and wins. The Case Supervisor must require a retrain of an HGC auditor whenever a pc winds up being audited in Review. I always send the auditor to Interne Training for retrain whenever I have to send a pc to Review.

Processing today is very simple but very exact. The data is all there. That's the only data. Don't add any. Just do what the HCOBs say. There are no exceptional cases.

HGC auditors who over-run just don't know what a free needle is. They should ask a Clear to hold the cans so they can see one.

When you check for flatness on a process gone to free needle you may overrun it. For the auditor, the D of P and the Examiner and Review to check, each one, for flatness, will goof up a flat point every time.

For the Case Supervisor to neglect ordering retraining of his auditors when he finds pcs not doing well is a grave omission.

For Tech not to carry on trying and limply turn all bits and pieces over to Qual is to train Tech into weakness.

Two rules:

In Tech, when all else fails, *then* hand it over to Review.

In any difficulty, when all else fails, do what Ron says.

L. RON HUBBARD

LRH:lb-r.cden
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