

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 28 DECEMBER 1967

Remimeo
Star Rated on All Qual
Personnel and on Exec
Secs and Secs

QUAL SENIOR DATUM

The Senior datum of Qual is that:

QUAL NEVER NEVER NEVER TAKES THE ORDER OR DIRECTION
OF ANY OTHER DIVISION OR STAFF MEMBER ON WHAT TO DO
TECHNICALLY WITH A STUDENT OR PC.

Qual only really comes into action when other divisions
and staff of other divisions have failed. So if they knew what
to do the person would not be turning up in Qual for tech
remedies. So if Qual takes their orders of what to do it will
also fail.

This datum originated at SH when Qual, in a collapse, was
found to be obediently doing what Div 4 and Dept 3 ordered on
students and pcs. It was getting no results. I analyzed the
situation and over a period of a couple of weeks worked on it.
The result was the above datum and the GREEN FORM.

Qual always does its own analysis and its own internal
routings independent of other directions. It can use any process
ever released and a Review auditor must be able to do them.

The GREEN FORM must be added to from time to time as new
difficulties are found due to advancing technology or new errors
developed by poor training.

A student sent by Tech Sec for Cramming may be routed
instead by Qual to case repair if that is what is needed.

The keynote of Qual is CORRECTION. This of course
applicable to diagnosis as well.

NO OTHER DIVISION MAY CHIT QUAL FOR REFUSING TO
OBEY THEIR DIRECTIONS REGARDING WHAT TO DO WITH
STUDENTS OR PCS.

Other divisions are assembly lines. Qual is an individual
approach. Qual's Review only gets flat ball bearings - which
could not or would not roll on the assembly line of Div 4.

People can't be sent to Qual for "disagreements checks"
"sec checks" or other stated actions as these are an attempted
diagnosis and will normally be found to be the wrong process.

Qual is the students and pcs friend. A last refuge when
other doors close.

AND cases must leave Qual and students must leave Qual
WITH THE WHOLE THING HANDLED in a way that will STAY HANDLED.
Qual has no Qual Div for the Qual Div. When it goes
irresponsible and lets an unhandled case or student out, then that
person HAS NO PLACE TO TURN.

I know how bad a failed Qual case can be because when I'm
in an org, having no part of the org to go to (unless the Chaplain)
they come to me. I usually find (a) that some imaginary rule

has stopped the person's progress or policy has been used to stop or (b) that Qual was obedient to some other division and (c) always that Qual has either not been approached or has failed when it was.

So the senior datum of Qual is important. ;

There is another datum in Qual that is very important. And that is:

NO AUDITOR MAY BE EMPLOYED IN QUAL WHO CANNOT SUCCESSFULLY LIST AND ASSESS FLAWLESSLY WITHOUT ANY ERRORS.

All you have to do to wreck Qual is put an auditor in it who is not letter perfect in ALL the tech of listing and assessing. (Some isolated summary is not enough - all the original tapes and all the original HCOBs must be studied to make an auditor able in listing and assessing. It is the weakest applied point in our tech - too many can't or don't learn how to do it. But a Qual auditor MUST be a shark on it.)

One can say that the health of an org depends on Qual finally handling. The key processes which keep an org healthy are new (67) style Remedy A, Remedy B and S & Ds and the GREEN FORM. These are listing and assessing or assessing processes. Thus the vital tech is listing and assessing. So Qual auditors have to be carefully trained to do these perfectly.

At this writing Qual is being streamlined into a new fast flow pattern. This policy still applies and in 2068 will still apply and in 200068 as well.

LRH:jp
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