HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 31 MAY 1968
(Modifies HCO Policy Letter of 17 March 1966 'LRH Comm Log')

Gen Non
Remimeo
LRH Comm Hat
Communicators
Hat
Exec Secs

LRH COMM LOG

Policing and gaining rapid compliance for LRH is a vital function of an LRH Communicator. A Comm Log is used to keep track of orders issued and not yet complied with and to bring to light those persons or areas non-complying, or those falsely reporting compliance.

As it is failure to acknowledge and answer up and report on orders and non-compliance with orders or false reports that brings about emergencies and even catastrophies it is vital that it be known what orders are not being complied with and by whom.

An effective LRH Comm Log will rapidly indicate those orders not complied with and who is not complying as well as provide other useful data.

The LRH Comm Log described here has been designed to high-light areas of non-compliance and no report and to indicate false report so that they may be spotted early and remedied.

The log consists basically of two foolscap folders. One, the inactive log contains only those items attested to as having been completed, the other the active log contains in chronological or number order only those items yet to be completed or complied with.

It is this second folder that an LRH Communicator uses most.

The folders may be simple manila folders, or more suitably two hole ring binders with large rings. Normally the active file would be a ring binder and the inactive one or more manilla folders.

A copy of each item (LRH ED, telex, handwritten order etc) is placed in the active log and has next to it a log sheet (described below) on which is written the relevant logging information.

The log sheets are mimeod off on blue paper. One log sheet is used for each item being logged.

The logging is done upon receipt of the item, a copy of the item being filed in date order with its filled out log sheet facing. In the case of an LRH ED or HCO P/L or HCO Exec Ltr being received which is yet to be mimeod the log sheet is made out and filed in the front of the folder while the original of the ED or Policy Letter goes to be mimeod. When the mimeod copy is received it is mated with the relevant log sheet and both are filed in chronological order. Thus any log sheets not yet mated with their mimeod copies show up in the front of the active log as an indication of a slowdown on the mimeo issue line.

As each item is attested complied with by the person or persons to whom it is addressed it is transferred out of the active log into the inactive log. Thus it can be seen at a glance which orders are yet to be completed. If at anytime it is necessary to re-log an item it is merely transferred with its log sheet from the inactive log to the active log.

With this method of logging the original orders are always to hand when checking on compliance or logging an ack, report or compliance and it can be easily seen what is being checked or reported on.

The log sheet contains the usual log information and has columns for entering the dates of queries acks and compliances The post to whom the order is addressed is entered in the left hand column. Any posts often ordered or addressed can be included on the stencil before the log sheets are run off to save writing in each time. When that particular post is addressed an X can be placed in the second narrow column to indicate that the order was to that person or post. Additional persons or posts ordered can be filled in on the unused lines.

Compliance is checked upon by direct question. Nudging as per P/L 17 Mar '66 "LRH Comm Log" does not work well as Execs have to look up the item queried. Direct question works. Nudging does not work at all.

It is done simply by asking a direct question in such a way that the answer will clearly show whether or not the item (LRH ED, telex, handwritten despatch etc) has been complied with, or if it actually in motion and being complied with, whichever is applicable. Ask the question in such a way that the person does not have to look up the original order to be able to answer the question.

It can be as simple as a single question or as complete as a whole questionnaire covering each point of an ED, that requires compliance.

The query is made of the person or persons from whom compliance is expected. Such queries are always time machined. It will be found that querying compliance in this way will spark an executive into action where he has been non-complying for in order to answer your question he either has to have done what was ordered or will have to report his noncompliance. Where each point of an ED is covered by a questionnaire it will also pick up any point missed by the executive. Ask the question in such a way that the reply can be brief and to the point. You are not after pages of reports, you want compliance to the order. The questions can be such that a simple "yes" or "No" or very brief statement covers. No report usually means non-compliance.

Non compliance is handled by standard Ethics actions taken immediately non-compliance is evident. An LRH Comm will fail where he fails to use the full power of Ethics to get compliance when non-compliance is evident.

False reports are detected by comparing the answers to the same or similar query from different persons. Where they differ there is a probable false report WHICH MUST ALWAYS BE FOLLOWED UP and the truth found out and the correct ethics action taken on the false report.

False reports can also be detected by checking or querying if the expected result has occurred or is occurring. Where it is not then suspect false report. Example: Order was to restore all old names from old invoices to CF. Reported to be done. If on checking that magazines are being mailed to all of CF you discover that the number mailed is still only the same as before the order to restore all old names or has not increased by the expected amount then it is evident that a false report exists and this must be tracked down, and ethics action taken on the false report.

The log at WW or at a Continental Org differ only in that the names of the orgs from whom action is required are entered in the left hand column.

LRH COMMUNICATOR LOG (place)

Received for Issue

Name of Item ______________________

Date Approved for Issue ____________

Source ____________

Received as a Mimeo

Date ________________

Identity ______________

For Action or Report...	By	Dates of Ack Query	Date of Ack	Nudged for Report or Compliance	Date of Report or Comp	Date Informed Source
HCO Exec Sec						
Org Exec Sec	X					
HCO Area Sec						
(etc)						

In practice it will be found best to use a quarto log sheet mimeod as above with a 5/8th inch margin on the right hand side to take the punched holes. The holes are punched closer to the top of the quarto sheet so the bottom of the quarto log sheet is level with any foolscap items filed in the same folder. This way the headings of the actual items are visible while looking through the log for a particular item.

Ken Delderfield
LRH Communicator WW

for

L. RON HUBBARD
Founder

LRH:js