

Remimeo

HCO POLICY LETTER OF 13 MAY 1969

RAISE YOUR GROSS INCOME!

The following was written in reply to a query from LRH on the things that would drop out and that I constantly had to push to keep in as an executive at WW and earlier SH.

AT SAINT HILL

1. The overall thing that in my opinion that was lacking was sufficient care for every single public person in the place. People could be lost on lines, their folder held up for days by some admin slip, and because no one was really seeing that they were doing well, or didn't notice they had slipped off the lines, they became forgotten. One particular case I recall had been told to go home and she would be called. A month went by and no one called and she rang me (I knew her in Australia). It turned out she had merely been forgotten - there hadn't even been a real reason to wait in the first place. I know the very first thing that I liked about Saint Hill when I arrived was the greeting from Herbie Parkhouse and the obvious real care "Oh, you have just arrived. I'm Herbie Parkhouse, I see Mary has you and is looking after you etc". It can be the most noticed when present and the most noticed when forgotten. This of course ties in with SERVICE. Immediate attention to the customer in any business goes a lot further than unnecessary waiting where a file cabinet is more important than the real live body awaiting service. Real care includes providing good Tech and good service.
2. Letter Reg section and Adv Reg section would often get un-mocked. Always needing putting back together again. Advance Reg packs wouldn't go out and income would drop soon after.
3. FSM payments fall behind. Sometime a fight to get them paid. But when paid the income would pick up. FSM prize programme would become neglected and not renewed and FSM activity would fall off. (Current report from Wayne indicated low FSM activity.)
4. No info packs at all. Then when we did get them often no mailings of them.
5. Lack of mailings of book fliers. Sometimes none for months, until remembered.
6. Poor availability of materials on courses. A constant problem (I recently pushed Pubs re the old order for the SRSBC books and will do so again.)
7. Supervisors missing and sometimes not replaced for some time. (Moved to another post or removed but not replaced.)
8. Exact scheduling. The exact course hours being kept.
9. The Supervisor on time, not arriving late.
10. Star-rates on HGC and Qual staff would periodically drop out and I wouldn't mind betting that it has since the Internship was replaced by Class VIII - I suspect that they may have dropped HGC and Qual auditor training (no data just a suspicion.)
11. CF and Addresso constantly out of date with many wrong addresses. Thousands of unfiled papers and materials at times. (Various projects since I left may have cleaned it up.)
12. Undermanned Public Divs. (Or poor personnel assigned to them.)

SH Foundation

1. Foundation offers the same services as the day Org. Each can and should sign up for the other but the stat is kept properly separated.
2. Foundation fully recognized for its importance. At night it has the space the Day has during the day. It IS the night and weekend Org.
3. Day and WW Execs stay off the backs of the Foundation and let them get on with the job.
4. Day staff can work in the Foundation at nights but attention on getting full time Foundation only staff always.
5. The Foundation must be allowed to sell to any who will take its services. Petty squabbles only harm, and do not raise statistics. Co-operation between Day and Foundation does raise stats.
6. Foundation must offer, without cutting Day org's throat, its services to Day org people. They can and do come by dozen for service of weekend. But to ensure co-operation of Day org Fdn should not cut Day org's throat in any way with services that are cheaper.
7. Primary attention in solution of any problem was EXPAND the Foundation.

International

1. Constant attention to stop or prevent dispersal of CF's. To restore past dispersed CF's, to increase existing CF's. To get the current CF used and addresses corrected.
2. Hitting people on long comm lines with harsh ethics (crashes stats).
3. Very often down crashed stats traced to bypass, inadvertant or deliberate. Got so we would always look for and spot and remedy the bypass that occurred in any steep drop.
4. Failure to pay FSM's, to renew or even have FSM prize programmes.
5. With London to handle their EC with good ARC, trust them to do the job, back them up (they dropped badly when first put under ECEU and handled with poor reality). We would criticise when needed however but always with good ARC. Careful of what we put on their lines.
6. Lack of trained Tech staff (the mailings I have been putting out to EC's re Dn programme heavily push getting their staff trained, especially the present untrained admin staff).
7. Not printing and mailing mags, no Advance Reg packets.
8. Pushed book sales.
9. Undermanned or non manning of Public Divs.
10. Constant push to get Orgs to open Foundations, not close their existing one.
11. Constant push to keep RJ in action and being played.

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