

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 2 NOVEMBER 1970

Remimeo
All Hats

This Organizational Health Chart was
first issued to all HASI London Staff
on August 3rd, 1956.

Corrected and Reissued 7 Nov '70

ORGANIZATIONAL HEALTH CHART

This is an anatomical chart of a live organism, the HASI, London.

In a human being, we know the man lives if his heart still beats. To further our examination of his health we determine if he breathes. We look then to his color, his stomach, his organs, his glands.

An organization is no less a living organism, but we have never had a diagnostic health chart for one.

If one were a doctor to organizations, how would he tell if it were alive or not. Not by motion, since people in an underground are in motion *but* they are not an organization. What is the pulse, what is the breath, of the organism called an organization?

To determine the health of an organization is important. On that health in our case depends a crusade, a very important game, the furtherance of our work and the future of millions. Also on that health depends our jobs, our continued association with friends, the smoothness of our own days. Therefore that health is important to us. But *what* determines it? There could be a thousand thousand different things that *might* be the heart, while really there is only one. And only if we diagnose ill-health in the organization can we cure it.

One of us, doing perhaps a job not connected with the pulse, wonders what is wrong—we are not, in our job, able to get on. Is it our job that is wrong or is there another factor gone awry?

This list of importances tells us what the heart is, the breath and all the rest in order. If anything on this list goes wrong, it and the items above it **must be examined** in turn. *This* is diagnosis. Repair consists of setting the functions back to order and each in turn after it, since when an organism's highest functions fail, the remainder begin to enter difficulties.

This then is a diagnostic chart and a chart to effect the cure. The organization books amplify the functions. This list gives each function its proper importance to the rest, not perhaps in social caste, but certainly in health.

Organization on an action level of the HASI London, consists of the following activities, given in order of importance:

1. Books on Dianetics and Scientology in circulation (by sale to group courses, lot sales to auditors and bookstores).
2. Secure receipt and invoicing of mail, keeping it in a closed channel, handling it with accuracy and speed: dividing that mail into the three categories—orders, students and preclears and general, invoicing the first, logging and giving to Registrar the second and distributing then the third. Without accurate and responsible channeling, handling this comm line, there would be no need to set down another point since there would be no HASI.

3. Responding same day by the Registrar to all such inquiries by personal letter, not a canned letter.
4. Interviewing and booking all eligible applicants for training and processing with regard to internal schedules only when it does not inconvenience applicants. (Internal service is a problem we must continually solve, but it is our problem, not the public's.)
5. Filling all book orders and other cash orders promptly (same day) and giving good service and satisfaction on lost orders, etc. Acknowledging by card order has been sent.
6. Placing as many books as possible in the PE Course's hands.
7. Selling as many memberships as possible. Associates in particular.
8. Answering general enquiries by routine letter.
9. Bringing as many people as possible into PE Course (providing quarters as needed is our problem) and then selling these the Advanced Course.
10. Processing preclears with fullest possible gains, with good attention to precise keeping of appointments. No waiting.
11. Writing pcs we have processed by Registrar after one week, three weeks, three months as routine.
12. Keeping accurate and full files on every potential preclear and until signed up; and putting all pcs into file as potential students; and using file to develop prospects. (Registrar.)
13. Training students to high level of reality and result (the facilities and number of instructors is our problem, not the public's.)
14. Staying in good A-R-C with field auditors. Getting out magazines and mailings on time.
15. Handling general business affairs of HASI. Membership cards, addresses, certificates.
16. Keeping straight with government and Inland Revenue offices. And keeping in good order at the bank.
17. Keeping bad stories out of newspapers and squashing scandal.
18. Answering general correspondence.
19. Giving social affairs for staff.

Note again that the above are given carefully in order of importance.

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L. RON HUBBARD
 Founder

[*Note:* This chart, first issued as a paper to London Org staff on 3 Aug '56, was reissued as a bulletin on 9 Sept 1959, adding the phrases, "The magazine issued to whole general list at least once every month", at the beginning of point 1, and "Keeping an address and CF system up to date so newer people can be reached too by mailings", at the end of point 5.

It was issued again (without change) as HCO B 18 Dec 1969.

The 2 Nov 1970 Policy Letter was a copy of the original 3 Aug '56 issue (i.e. it did not include the above two additional phrases) and added the paragraph underneath the date.

The 7 Nov 1970 correction deleted *Org Series 12* from the heading.]