

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

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Issue II

Remimeo
HAS
Staff Hats
Prod Org Checkshts

SERVICE AND WORK LOAD

The way to decrease the traffic and work load of an org is to

1. Get people to know their hats.
2. Deliver the service each hat calls for.
3. Check out all seniors on all the hats below them as well as the org board, functions, purposes of units, activities and current pgms.
4. Be certain personnel people know every hat in the org.

Production in terms of completions will soar.

Volume of work will drop.

Why is this?

NO SERVICE

If every staff member is on a no-service pitch, the body and despatch volume will rise at least fifteen times and production will decrease toward zero.

Look it over. Body A goes to Staff Terminal X for some service or other. Terminal X says "I can't pay you because FP. . . ." So Body A calls on another staff member who says "Permission is required from G." So Body A goes to G and is told, "We haven't got a list to hand so. . . ." So Body A goes. . . .

Where's the production?

But there's lots of body volume!

Despatch To-From is received by Staff Member Y. He refers it to Staff Member Z. Who refers it to. . . .

Where's the production?

But there's sure a lot of despatch traffic!

The system, in vogue in most bureaucracies, even has a name. It's called "the referral system".

No one gives service. No situation is terminatedly handled.

REHANDLING

When this is cured somewhat, a new situation can develop. A service facsimile (what one uses to make others wrong) develops.

"You handled it wrong!" is the cry.

So demands to rehandle occur.

This pushes the org back to **DON'T HANDLE OR YOU'LL GET REPRI-MANDED.**

And the increased volume and lowered production set in again.

People who know their hats in the first place and give service don't have to be told to rehandle.

HAT KNOCKOFF

When a senior exec does not know all the hats and their duties, he misassigns duties.

This knocks off the hats that have been gotten on.

No service results.

When an Exec knows all the hats, the org bd, the functions of units and activities and current programs he routes and assigns properly and production goes up and volume decreases.

PERSONNEL GOOFS

When personnel people do not know all the hats, they misassign. Some military services I know have this down to a fine art.

This increases hatting and training time. It increases confusion.

It reduces production and increases traffic volume.

The way to increase production and decrease traffic volume is to check out all personnel people on all the hats of the posts they are assigning. Then they know.

MUSICAL CHAIRS

By playing musical chairs in an org--frequent changes of post, using areas of the org as a personnel pool--service is reduced so production is reduced and volume is increased.

There is a covert method of doing musical chairs. Go around and ask people if they want different posts. This unstabilizes them, puts them half-way between posts and reduces service, production and increases volume.

Laziness and fancied economics and lack of expertise in RECRUITING is always the bug back of musical chairs.

The answer is RECRUIT AND HIRE.

Probably other ways can be invented to prevent delivery and work everyone like mad but the above are the chief ones.

To increase production and decrease the volume handled it is vital that people are:

- A. Properly recruited and posted.
- B. Hatted with and trained for the post, and all Theory and Practical and Post drills are done on them.
- C. Persuaded to deliver the expected service of the post held.
- D. Knowledgeable as seniors who must know their juniors' hats, the org bd, the functions as well as purposes of units and activities and current programmes.
- E. Helped by signs, routings and forms to give the public or outside or internal traffic correct routes and terminals where handling will occur terminatedly.

Want to increase production and lower the work load?

Get this P/L in, in, in!

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