

BOARD POLICY LETTER

19 OCTOBER 1973

Remimeo

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CANCELS

HCO POLICY LETTER OF 19 OCTOBER 1973
SAME TITLE

LRH COMM LOGGING & NUDGING PROCEDURES

The purpose of the LRH Comm-Log is to accurately record details of all LRH Communications received and their acknowledgement and compliance from recipients of those orders. It is further used to detect areas of non-compliance, no-reports and false-reports (through direct observation or examination of statistics).

It has been conclusively proven that where Orgs or parts thereof begin to collapse, LRH EDs, HCO PLs, HCOBs, Programmes, Projects and Orders are not being complied with or are being falsely reported on, or the situation is unknown to seniors so no orders exist. It is therefore mandatory that LRH Comms maintain and operate a standard Comm-Log and use the full power of Investigatory and Ethics tech as needed to effect full, honest and rapid compliance with LRH Orders, Projects, Programmes, Policies etc.

The basic operating tool of an LRH Comm is his Log Book. This is usually a common day ledger divided into separate sections with an Index Marker. The Logs are dated on their covers, with their identity: Date from-to Date (covering maximum 6 months time period), LRH Communicator's Log, (Name) Executive Division. The Log is divided into columns with the following headings:

Comm-Log Number
Date Received
Identity of Item (LRH ED, CED etc)
Source of Item
Date of Item
Shortened Name of Item
Recipient
Aked (date)
Nudged (date) - includes actions
taken on CR -
Compliance Report Received
Date informed Source.

All LRH EDs, HCO PLs, HCOBs, Telexes and despatches requiring either acknowledgement or compliance or both are logged by the LRH Comm immediately after their receipt, prior to mimeo or duplication of issue. The Log is kept up daily and is never permitted to backlog. Anything from LRH personally is written with a green ball point at least in the early identity column. Orders from others (i.e. Programmes from Network seniors or local CEDs to implement LRH Orders or issues) are written in blue ball point.

FORMS

A series of forms are used by the LRH Comm for Nudging, Aking, isolating bugs and assisting speed-up of Compliance.

Samples of the types of forms which can be used are attached. These are kept in ample supply, by the Comm-Log.

PROGRAM FOLDERS

In the case of receipt of a Program, it is not necessary to enter in the Comm-Log each separate target contained in the Programme, just the Programme itself. As described in HCO PL 29/2/72 Issue II Data Series No. 24. A copy of the Programme is marked MASTER and stapled along its left edge to the inside cover of a folder. The folder is marked on the edge with the Programme name and number, and all related papers, copies of Project Orders, CREDs, nudges, acks and compliance reports to individual targets are accumulated therein. Reported dones are investigated and verified as actually Done before being marked off on the Master Pgm Sheet. Completed targets, with compliance reports and evidence of compliance are then packaged up and sent via Cont LRH Comm to CS-7. When the Programme is fully completed, the fact is signified with a final Compliance Report by the LRH Comm submitted on lines to LRH.

CORRECTION FORMS

A very vital tool in obtaining compliance is the CORRECTION FORM ref. HCO PL 27.2.71 Issue I LRH COMM NEW BASIC DUTIES and HCO PL 27.2.71 Issue II LRH COMM CORRECTION FORM.

It is very essential that a Correction Form be started on any bugged or stalled compliance on the WHO/S found by investigation to be not wearing their hats. Correction Forms are kept close by the Comm-Log per Policy and are made out in duplicate. One copy is sent to the person found to be not wearing his hat and the second is placed in a folder. One folder exists for each person on whom a Correction Form has been issued and the folders are kept in alphabetical order for easy reference. The exact procedure on Correction Forms is covered in full detail in the 2 above referenced HCO PLs.

TIME MACHINE

In an Org where there are a large number of outstanding LRH Orders, a Time Machine system can also be employed by the LRH Comm.

The Time Machine is composed of a set of seven boxes or baskets placed on top of each other. When an LRH Order is received by the LRH Comm, it is at once entered in the Comm-Log and given its Comm-Log Number. A TM Log form is then made out (see attachment 4) and given a number corresponding to the day of the week on which the order was received. I.e. Monday is day 1, Tuesday 2, Wednesday 3, etc. After the Order has been relayed to the appropriate terminal, it is determined how soon that particular order should be nudged and the TM Log Form is placed in the appropriate slot on the TM. E.g. if an LRH Order is received on Monday, and needs to be followed up and nudged within 2 days (on Wednesday), it is placed in the basket 3rd from bottom, so that when the particles are moved down 1 slot,

each day, it will appear in the bottom basket in 2 days time, at which point it is taken off the TM, nudged, and the fact recorded in the Log in red ballpoint with a tiny date in the appropriate column. If the order is to be nudged weekly thereafter, it is then placed in the top slot of the TM and 7 days later will re-appear in the bottom slot and be automatically nudged at that time. If compliance is overdue, whilst continuing actions to get the Order complied with, a CR is started on whoever is responsible for the delay by not wearing his hat. The TM Log Form continues to travel on the TM and is only removed when a Compliance Report to the original order is received, at which time, the compliance is recorded in the Log and duly acknowledged.

LOG ANALYSIS

It is most important that the Log correctly reflects all actions taken in effecting compliance. Analysis of items may then be done by the LRH Comm, showing who is not answering up at monthly intervals and furnished to senior execs upon request. The Comm-Log is open to the ED and GO personnel and Senior Org Execs for inspection, but may not be removed from the LRH Comms desk by anyone.

COMPLIANCE TOOLS

The LRH Comm has a great many tools to assist in getting compliance and these should be used as required. Program Checks should be done on newly issued orders to ensure the recipient has gotten the LRH Order, has fully duplicated it and can do the required actions. There are de-bug assessments, LRH Briefing Forms and the LRH Comm's own skill in personally debugging after inspection of the scene, evaluating and writing up supplementary Projects in simple, do-able target form. These tools can all be used, however, they do not substitute use of the Correction Form which must be used in any event, as it handles the WHY behind Non-Compliance and results in overall improvement of the Org.

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CS-7

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