

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 9 AUGUST 1979
ISSUE III

Remimeo
All Orgs
All Staff

SERVICE CALL-IN COMMITTEE

Ref: HCO PL 9 Aug 79	CALL-IN: THE KEY TO FUTURE DELIVERY AND INCOME
HCO PL 9 Aug 79 II	SERVICE PRODUCT OFFICER
LRH EDs 302 & 302-1	DEBUG TECH BREAKTHROUGH
HCO PL 7 Aug 76 I	Admin Know-How-33 NAME YOUR PRODUCT
HCO PL 7 Aug 76 II	Admin Know-How-34 WANT YOUR PRODUCT
HCO PL 7 Aug 76 III	Admin Know-How 35 TO GET YOU HAVE TO KNOW HOW TO ORGANIZE
HCO PL 20 Nov 65	THE PROMOTIONAL ACTIONS OF AN ORGANIZATION
HCO PL 28 Jul 74	ADDITIONS TO PROMOTIONAL ACTIONS OF AN ORGANIZATION
HCO PL 28 May 72	BOOM DATA
HCO PL 15 Nov 60	MODERN PROCUREMENT LETTERS
HCO PL 14 Feb 61	THE PATTERN OF A CENTRAL ORG
HCO PL 21 Nov 68	SENIOR POLICY
HCO PL 28 Feb 65	DELIVER

As it takes time to appoint and train a Service Product Officer, until this is done a Service Call-In Committee is created.

This Committee is placed in Dept 19, Office of the CO/ED. Its purpose is to ensure the Call-In Units for both fully and partially paid are functional and the Org is servicing the public in volume.

This Committee is directly responsible for getting the programmes listed out in HCO PL 9 Aug 79 Issue I CALL-IN: THE KEY TO FUTURE DELIVERY AND INCOME, fully and completely done. It also carries out the functions of the Service Product Officer as fully outlined in HCO PL 9 Aug 79 Issue II SERVICE PRODUCT OFFICER until such time as one is appointed, trained and apprenticed and ready to assume post at which point the Service Call-In Committee would still remain in operation under the Service Product Officer's chairmanship.

The ED/CO of an Org is first and foremost responsible for these duties until such time as he forms and gets this Committee operational.

This Committee is to be chaired by the HCO Executive Secretary (HES) and the Org Executive Secretary (OES) is Deputy Chairman. The Treasury Sec is a member of this Committee as it is Treasury that is most intimately interested in getting rid of Advance Payments Received (APRs). Public who have either partially or fully paid and have not yet come into the Org for their service are a backlog and could potentially break the Org in refunds.

The Committee is to consist of:

CHAIRMAN: HES
 DEPUTY CHAIRMAN: OES
 MEMBERS: Advanced Scheduling Registrar
 Treasury Secretary
 Director of Processing
 Director of Training

(NOTE: At such time as a Service Product Officer is posted and operating he would take over chairmanship of this Committee with the HES and OES becoming members.)

COMMITTEE RESPONSIBILITIES

This Committee's foremost responsibility is to see to the execution of the issues referenced on page one, particularly HCO PL 9 Aug 79 Issue I CALL-IN: THE KEY TO FUTURE DELIVERY AND INCOME and HCO PL 9 Aug 79 Issue II SERVICE PRODUCT OFFICER.

This Committee is responsible for ensuring and product officering all promotion, sales, call-in, delivery and re-sign actions occurring in the Org so they are produced in ever increasing quantity and quality. This basically consists of:

1. Promotion to new and old public so Scientology services are well known and public are driven to the Org in droves.
2. The action of selling Scientology services to all new and old public either currently in the Org or returning to the Org.
3. Call-in of all partial and fully paid public so they do come into the Org for services.
4. Fast, high quality services delivered to the public.
5. The re-signing of all in the Org public on completion of a service.

This Committee is responsible for seeing that the above actions do occur, through product officering and debugging they ensure the products are flowing off the line. Each member of the Committee has a personal responsibility to see that this occurs.

COMMITTEE DUTIES

The Committee meets daily off production hours and battle plans out all actions needed to get products flowing in each area of promotion, sales, call-in, delivery and re-sign. The specific products are fully listed out in HCO PL 9 Aug 79 Issue II SERVICE PRODUCT OFFICER. They ensure the products they are going to get are known and the "figure out how to do" has been done and is coordinated. When this is done each Committee member knows what his or her part is in getting out the products. For instance, the Director of Training knows he will have a student graduating shortly, and that this student will need to go on the re-sign line. Therefore the D of T informs the HES at the meeting who takes notes and ensures the Dissemination Division correctly handles the re-sign, or the HES may need to get a Tech Estimate from the C/Ses for a registration cycle.

The Director of Processing is then alerted to this at the Committee, so the cycle will flow smoothly and quickly.

Each member of this Committee is assigned appropriate targets on the Committee's battle plan to get done that day.

EXAMPLE: The HES would see to it that the promotional actions are being done. He would expedite those "few students left in Ethics" and get them back onto their course and serviced using debug tech (covered in LRH ED 302) as necessary. Using his Dissem Sec he would get the ASR Call-In Unit producing products, people fully paid and in, targetting the Unit for maximum production and debugging as necessary.

EXAMPLE: The OES finds every student and pc fallen off lines and gets them either back on course or in session. Using his Tech Sec and Director of Tech Services (DTS) the OES product officers the Fully Paid Call-In Unit, targetting them and getting the public in now.

The Treasury Secretary would ensure both Call-In Units are well supplied with complete lists of who is fully or partially paid per HCO PL 9 Aug 79 Issue I CALL-IN: THE KEY TO FUTURE DELIVERY AND INCOME.

The Director of Training and the Director of Processing provide excellent service to pcs and students and get them through their courses or case actions.

This is a fast pace activity and the Committee deals in real products and real beings. Their effectiveness determines the viability of the org.

The Committee is to ensure both Call-In Units have adequate personnel and where there is not, all-hands of idle auditors and part time use of Letter Reges and other Dissem Div personnel is immediately put into use so as to cover the functions of Call-In.

The Committee is also to set up an alert line so that if a student or pc is not getting serviced or is getting slow service, he can write to the Committee to get it handled. This line must be made well known to the public. The Committee is to have an emergency meeting whenever they receive such an alert. They are to get the situation brought up by the public person handled fast, within 24 hours. This alert line will uphold the reputation of the Org.

The Committee is to guard against Call-In actions being monitored by low auditing hours. Call-In Units must call-in. HGCs (Hubbard Guidance Centres) and Academies must deliver. Where either of these are not occurring, it is up to the Service Call-In Committee to remedy it.

An important duty of this Committee is to immediately appoint a Service Product Officer and to see to it he is trained and apprenticed. Once the Service Product Officer is on post, if it is found that he is having to handle organizational matters and thus bogging, the Committee must then provide him with an Org Officer.

COMMITTEE STATS

The stats for this Committee are: (1) Number of pcs and students completed and re-signed onto their next service.

(This includes those actually routed onto the next upper Org services and who do re-sign.) (2) Number of public in and started onto a service.

SUMMARY

Without someone overseeing and directly product officering the flow lines into, through and out of the Org, public get lost off the lines and the Org contracts. It is of the utmost importance that this Committee act and get the products flying off the line.

So, when you're standing in the Academy or HGC of your Org and it is deserted without a student or pc in sight ask yourself, "Why didn't I form a Service Call-In Committee like Ron said?" Form one and win.

L. RON HUBBARD
FOUNDER

LRH:gal
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