HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 25 JANUARY 1980
REISSUED 30 AUGUST 1980

Remimeo
All Execs' Hats
Tech Hats
Qual Hats

Keeping Scientology Working Series 11

EXECUTIVE RESPONSIBILITY FOR

TECHNICAL EXCELLENCE

Ref: HCO PL 7 Feb 65   KEEPING SCIENTOLOGY WORKING
       Reiss. 27.8.80
       HCO PL 4 Apr 72R III ETHICS AND STUDY TECH
       Rev. 21.6.75
       HCO PL 16 Nov 73   STUDY TECH AND POST

Technical excellence is not just the concern of technical
personnel. Administrators and executives alike in all orgs
and internationally are responsible for seeing that Scientology
is kept working.

Having crashing misunderstood words or no technical train-
ing does not excuse any lack of responsibility for ensuring the
quality of the technology and may not be used as a justifica-
tion in any Committee of Evidence that results from out-tech
having been found in an area.

HOW TO ENSURE TECHNICAL EXCELLENCE

Whether trained or not, there are many ways in which in-
correct application can be detected. Here are just a few ways
it can be done and this is by no means a complete list:

1.   Stamp out all instances of verbal tech.

     Ref: HCOB 9 Feb 79 HOW TO DEFEAT VERBAL TECH
            HCOB 15 Feb 79 VERBAL TECH: PENALTIES

2.   Make sure you have an established and efficient Qualifi-
     cations Division.

     Ref: HCO PL 31 Jul 65 PURPOSES OF THE QUALIFICATIONS
                              DIVISION

3.   Ensure that High Crime checkouts are done and that the
     log is kept in PT for inspection by the executives.

     Ref: HCO PL 8 Mar 66 HIGH CRIME

4.   Ensure that HCO PL 16 Mar 71R, Rev. 29.1.75 WHAT IS A
     COURSE? and HCO PL 30 Oct 78 COURSES - THEIR IDEAL SCENE
     are in in in, in the Academy.

5.   Make sure that sufficient word clearers are trained and
     posted to pick up the misunderstood words of students,
     staff and other publics.

     Ref: HCO PL 30 Aug 74R II QUAL STAT CHANGE, A NEW ONE
            Rev. 31.12.75

6.   Verify that the worksheets in the pc folders are legible.

      Ref: HCOB 25 Sep 74   C/S Series 94   REDUCTION OF REFUNDS
                                C/Ses AND OVERLOAD

7.   Check the % of F/N VGIs at examiner.

      Ref: HCOB 25 Aug 71   C/S Series 56, Auditor Admin Series 2
              Reiss. 2.11.72   HOW TO GET RESULTS IN AN HGC

8.   Check the Success Stories stat and the actual success
      stories for their quality.

      Ref: HCOB 21 Jun 70   C/S Series 9   SUPERFICIAL ACTIONS
                                (Tech Vol X, pg. 37, paragraph on
                                SUCCESS)

9.   Make sure that HCO PL 4 Apr 72R III, Rev. 21.6.75 ETHICS
      AND STUDY TECH and HCO PL 16 Nov 73 STUDY TECH AND POST
      are fully applied in the org.

10.   Observe the auditors; do they have a high professional
      conscience and are they willing to study, drill and do
      everything possible to perfect their tech?

      Ref: HCOB 22 Jan 77   IN-TECH, THE ONLY WAY TO ACHIEVE IT
              Reiss. 7.12.78

      An executive or administrator can get all these things
checked and handled. If he does, he will have an org known
for its standard application of the technology.

      I am asking you to get this policy applied.

      Do this for me and you, your staff and your org will
flourish and prosper.

                              L. RON HUBBARD
                              FOUNDER

                              Assisted by
                              Msm. Ann Glushakow
                              CS-5

                              for the

                              BOARDS OF DIRECTORS
                              of the
                              CHURCHES OF SCIENTOLOGY