

HUBBARD COMMUNICATIONS OFFICE  
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 8 OCTOBER 1980  
ISSUE I

Remimeo

(Originally LRH OODs Item  
of 8 September 1972)

EFFICIENCY AND FLAPS

Every flap traces back to some error in admin or lack of precision.

Like a bank account. Somebody signs a slightly wrong bank mandate like Keokuk Mission instead of Church of Scientology Mission of Keokuk. Somebody overlooks paying a small corporate fee. Things like that. Eventually a small error then leads up to a flap. You suddenly have no money because you can't draw on an "erroneous" account.

Or somebody does all of a project except X. Then X shows up with a crash flap.

Or the Reg fails to get a person in for Auditing, loses the letter or something. And the person has to be given a \$5,000 refund that was already spent. And no bonuses that week!

It's these little points of neglect that make big flaps.

A small group can make it if they are very alert and very efficient. That means alert to small outnesses and handling them when seen and no drifting on about it. No "oh yes I knew the fire extinguishers were empty but FP ..... Why is God and ... and .... and ....."

Refusing to let somebody handle an outness is of course suppressive to the group and an ethics matter. So where's the Ethics Chit filed? Where's the demand that the refuser gets a Court?

When a group isn't alert or efficient it has to have more and more and more people to be inefficient with. GI divided by staff drops to non-viable. There goes the group.

When a new group member doesn't get trained up, they are so inefficient it takes 2 more group members to handle his generated flaps. So where's the demand people get trained and hatted before full posting?

It's the small neglected bits that cause the disasters.  
An efficient group doesn't tolerate them.  
Life gets easy only when the small bits are handled.

L. RON HUBBARD  
FOUNDER

Compiled and issued by  
Sherry Anderson  
Compilations Missionaire

Approved & accepted by the

BOARDS OF DIRECTORS  
of the  
CHURCHES OF SCIENTOLOGY

BDCS:LRH:SA:ns  
Copyright © 1972, 1980  
by L. Ron Hubbard  
ALL RIGHTS RESERVED