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Remimeo
All Execs
All Orgs

ROUTING FORMS, HOW TO WRITE ONE

(References:	HCO PL 25 Jul 72		Esto Series 24
			THE FORM OF THE ORG
	HCO PL 16 Feb 71	II	Org Series 23
			LINES AND TERMINALS
	HCO PL 10 Jul 65		LINES AND TERMINALS ROUTING
	HCO PL 22 Oct 62		THEORY OF SCIENTOLOGY
			ORGANIZATIONS
	HCO PL 16 Apr 65	III	HANDLING THE PUBLIC
			INDIVIDUAL
	HCO PL 16 Mar 71	IV	Personnel Series 10
			Org Series 25
			LINES AND HATS
	HCO PL 13 Sep 70	II	Org Series 1
			BASIC ORGANIZATION
	HCO PL 14 Sep 70		Org Series 2
			COPE AND ORGANIZE
	HCO PL 25 Jan 71		Org Series 22
			SQUIRREL ADMIN
	HCO PL 7 Jul 71		Org Series 27
			HCO ESTABLISHMENT FUNCTIONS
	HCO PL 14 Mar 72	II	Esto Series 7
			FOLLOW POLICY AND LINES)

The key to organizations is getting in simple basics.

Examples of basics are knowing how to hire somebody and put him on post and hat him, knowing how to get a new person into the org and knowing how to get a person onto service.

Where basics are out you see such things as new staff being put on course instead of on post, no new public coming in because no one has any concept of "public in" and a backlog of undelivered services because no one knows how to get a person onto service.

In such a situation, you are dealing with very simple admin problems.

I have a way to handle: That is by routing forms!

A series of simple routing forms can get people hired and producing.

Public can be routed in similarly.

Staff sometimes don't know how to run an org, much less build one up.

But an org can build up at a level of simplicity one would not believe!

An org can be operated on routing forms!

The secret is that the org board has built into it the facility to run like a machine with routed particles.

THEORY

In the research and the construction of the basic org board of the middle '60s there is a built-in computer. Actually the whole org board as done in the mid-60's is a binary machine. (The use of the word "binary" is simply used in its basic conno- tation which is the figure 2.) Believe it or not, although it is not much covered in policy, that org board is set up to be a machine which runs with lines that go either "one" or "two". At each point on the lines within the structure of that machine only two decisions, by design, need to be made. The particle goes to the right or to the left. This is actually the way a computer operates. I didn't design it against earth computers but all basic computers run in their routes and channels on plus or minus. Those on earth have other significances and complexi- ties. However current will either go plus or minus. All this may seem rather esoteric until you look at it this way: A person comes in, he is either a student or a pc. If he's a student he goes in one direction, if he's a pc he goes in the other direction. If a PC comes to the examiner with F/N VGIs he goes back to ses- sion or to the Registrar. If he does not have F/N VGIs he goes to Review or the Ethics Officer. These are just small examples of routings. At each terminal in the org the route has a plus or a minus. A new person coming in to be hired is qualed and goes on down the hiring lines. If not qualed, he would be shown what quals he has to remedy in order to meet the quals and goes back out onto the street.

Routing forms should have at any point on a route a to-the- right or to-the-left or a reject of the datum. (When I say to- the-right or to-the-left I mean plus or minus.) You get this in such a banal question as "Does this person want training or processing?" The reject of course, is that he wants neither. The "neithers" always wind up in Qual. When they don't arrive in Qual then the Registrar does. At any point that a routing form stops, it rejects to a correction point—Qual. So basically we have an operation which is running on pluses and minuses, just two routes.

In other words routing forms can actually, practically sub- stitute for executive control of the org.

What an org needs is routing forms which are very exact for both public and staff. But this goes on down deeper into the org. You can have a routing form for a student that is used by Tech Services. You can have a routing form used by Tech Services for PCs. You can have routing forms for Call-in. You can route a particle into the org into CF, to the Letter Reg and back out. An attached slip giving the checks on where it is supposed to go and what's supposed to happen to it can actually route that particle.

If one put together a kit of routing forms, with that kit one could not only run but could actually force an org to expand.

WRITING A ROUTING FORM

You must assume the proper viewpoint when writing a rout- ing form. As an example, in a "Hiring New Staff" routing form you must remember that the applicant is the particle, not the form. You are routing an applicant and simply using the form as a map. If you realize that the applicant is the thing and that the form is simply a record of the routing of the thing it will improve the actual routings.

This would apply to almost every kind of routing form in the org. The form is not the thing being routed. The particle is the thing that is being routed.

Orgs sometimes contain relatively unhatted and green staff and a trick is to put the actual purpose of the action on a routing form so that a staff or public, form in hand, would know the why of each step. The form would give the purpose and reason the person was on the line and why he was supposed to be doing that at each stage on the line. This is a new principle. It is a sort of a hatting as one goes. Thus green personnel could be acting as terminals on these lines and just do what the form said and would not be inclined to add opinion or do incorrect actions with the form. Thus lines can be kept alive and functioning while full establishment and hatting are rapidly gotten in.

Do not assume the viewpoint that everyone knows as much as you do about org boards, orgs and functions. Assume in every case that you are dealing with a person totally ignorant of organization or lines or terminals and you will then produce forms which will not bug. By bug is meant, the particle will stop or the form will go adrift in some way.

The main trick in a form is to route a person in such a way that the form will not dead end or bug. But a form also is used to educate. One needn't be very long-winded but one can, by briefly putting in notations such as OEC Volume number and page number, produce an aura of organization and stability. By doing this people see that there are regulations and stable data which monitor these things and it will keep them from squirrelling. These can be entered in in notations after the section. Otherwise one encourages a "hey you org board."

If you follow the principle that all posts of an org are already manned, the form will bug. Therefore you should follow the principle of predicting how the form can bug and handling that as a general maxim in doing these forms.

A direction on the form should indicate that where these lower posts are not filled, the alternate terminal should initial it showing that he handled the form which also indicates that the proper posts of the form are not filled or the person is not on post.

An example would be to give the division head as the alternate in parentheses after the section:

"1. Personnel Procurement Officer/Recruiter
     (or HAS)........... ( )"

In this way the form will not bug.

The form must also include division numbers. For instance the form may say "Route to the Staff Section Officer". You cannot presuppose that both the staff member and the applicant know that this is in Division 5. So you would add "Division 5" after "Staff Section Officer".

After the "End of Routing Form" there must be a line that says what to do with the routing form when it is completed. This includes where to file the routing form, otherwise it won't get into the org's files. It must also say what to do with the routing form if it is bugged. It must state where this routing form goes in either case.

RESPONSIBILITY

There is another principle involved in routing forms: The person being routed must have a responsibility for making sure that the form goes forward. He too has a vested interest

in and a responsibility for getting this form filled out. He
is the person who wants something. A note to the effect that
this person has a responsibility in seeing that this form is
properly executed and filled out should be a leader in the
form. This way one introduces public pressure on the org.

The person being routed has the vested interest in this
routing form.

(There is a principle involved in running an org that
you can actually force an org to form up and produce service
by using public pressure on it. The public, to a limited
degree, can be used as a tool to make the org function.)

So there are two persons involved here: The person being
routed and the person doing that portion of the form. And
there should be a place on the form for the person being routed
to initial the form right after the initials of the staff
member. In this way the person can, for instance, say to the
Personnel Procurement Officer or Recruiter, "Hey, this says
you're supposed to tell me factually the conditions of employ-
ment and staff pay." And then the two of them initial it.

COMPUTERIZATION

With the introduction of computers into management new,
more streamlined and useful routing forms are possible.

Routing forms have been collected up from orgs everywhere
and these have been computerized and are being issued for use.

These routing forms, issued by Flag, will be in a computer
format so that they can be computer fed.

Computerized routing forms should not just be regarded
from an internal org viewpoint. It should be kept in mind that
these forms have to be of use in the International Data Bureau
on an international basis even though they come from an org.
The form itself can analyze where a local org's lines are jammed.
This added up could show an international jam at the same point.
It's for the Int Data Bureau, at this stage, that we're inter-
ested in computerizing these forms. If they are in a form that
can be copied into a computer, terrific analyses can be done
on them by a computer.

A top "issuance alert" sheet on the form is rapidly filled
out when the routing form is started, is torn off and then sent
in to the INCOMM Computer Banks. This will alert the computer
to a routing form being issued and allow it to detect routing
forms not being completed.

The issuance alert requires a note on it as follows:
"Failure to use this routing form or failure to turn in this
issuance alert when it is issued or a failure to turn in the
routing form when it bogs or completes are all detectable by
a computer on other channels and in other ways and could result
in an investigation and probable disciplinary action."

These forms should not be bulky and run page after page
after page. When computerizing you want a minimum of pages.
That is an essential part of its format. Using an 8 1/2 x 11
format is too short of a piece of paper for a routing form
and would result in a lot of paper for just one form. Both
sides of an 8 1/2 x 14 would be more applicable. An optimum
form would be one side of one piece of paper, the next optimum
is front and back of one sheet of paper.

LOCAL ROUTING FORMS

Not all routing forms will be computerized and where a computerized routing form does not exist for a certain routing then a routing form should be locally issued for that routing.

These are normally mimeoed once the local LRH Comm has given them Issue Authority. (Ref. HCO PL 7 May 66 LRH COMMUNICATOR, ISSUE AUTHORITY OF)

A great deal of work can go into making a routing form and steps should be taken to ensure that sufficient stocks are printed up so they are available in quantity.

Copies of all locally approved and issued routing forms are to be sent to the Senior Routing Forms I/C in Senior HCO Int for information.

If all forms internal and external were written as described in this Policy Letter an org could be built. <u>And</u> operate. <u>And</u> EXPAND.

L. RON HUBBARD
FOUNDER

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