



TRANSLATION QUALITY CONTROL PROCESS



The best qualified translation professionals

A dedicated Quality Control proofreading team

Multilingual software developed specifically for our clients

A job you will be proud of

TRANSLATIONLINKS MULTILINGUAL COMPLIANCE

Selecting the multilingual service provider for your organization is about building relationships, integrating processes, and working together as a team.

Companies in regulated industries cannot risk having vague or inaccurate translations jeopardize their business. The *TranslationLinks Compliance Process* employs a rigorous three-step process to ensure the quality of all your final deliverables:

1. Translation professionals

Given the strict regulatory requirements and high quality standards that companies in compliance-intensive industries face on a regular basis, TranslationLinks professionals are thoroughly tested for accuracy, cultural awareness, and knowledge of client-specific and industry-specific terminology. This demanding confirmation ensures that our linguists:

- are professional translators, editors, transcribers, and proofreaders
- are working in their native languages
- possess significant experience in their field(s) of expertise
- pass a rigorous screening and assessment process
- receive feedback on the quality of their work on a continuous basis

2. Quality control

Our Language Translation Managers manage project terminology and language databases. Language standards, glossaries, and other instructions are issued to each translator, to which they must adhere. All translations are proofread by a field-specialized proofreader and any necessary edits are implemented prior to delivery to you, our client. Proofreading includes ensuring that any reference material supplied has been consulted, terminology has been consistently used, and that the finished products adheres to all file formatting requirements.

Not only must the words be correct for your target audience, but they must be presented effectively and appropriately. Our Art Department will handle your desktop publishing requirements from conception to publication in all the leading-edge desktop publishing and graphics software packages for Windows or Macintosh.

3. Client-specific glossary and style guide development

A translation glossary is neither a dictionary, nor a grammar resource. It is a reference guide in which standards for regulatory compliance and culturally appropriate translations are set. The purpose of the glossary is to harmonize standards and to assure consistency across all translated documentation.

The style guide ensure final translation deliverables are ready to go to press when you receive them. It is a second reference in which standards for style

are set. The style guide harmonizes corporate and organizational style in all your translated documentation.

THE TRANSLATION WORKFLOW PROCESS

From the initial stages of a project our goal is to produce translated documents on which you will be proud to place your organization's name. We submit every assignment to the same standards of quality control. The process begins with reviewing the piece to be translated for content and for separation. Our **Translation Director analyzes the entire project** and defines the parameters in a Project Worksheet for:

- subject field language requirements and deadlines
- file format separation (plain text segments, images, sounds, video)
- document template distribution (if necessary)
- desktop publishing requirements (if necessary)
- identification and assignment of a team of field-qualified translators and proofreaders per required language combination

Translation

Only pre-qualified translators in the subject field are assigned a project. Our experienced translators will raise appropriate, project-specific questions early in the process to allow ample time for any adjustments to be made.

If necessary, a **Question and Answer session** will be held with you. Occasionally, the Translation Project Manager will pose questions/cultural recommendations of the translation team. Our Quality Control department will ensure all questions are answered, recommendations are implemented, and new terms are incorporated into the project glossaries.

Editing and proofreading

What our clients want first and foremost is an accurate translation, one that faithfully expresses the original text, without any errors/omissions, in a linguistic style that reads as if it were originally written in the target language. This is the goal of our Quality Control team. It is for the purpose of accomplishing this goal that we have editors and proofreaders to review your translated documents.

In addition to correcting any errors, our **editors** standardize style and enhance readability. The text should flow smoothly and have no awkward, ambivalent, or unclear passages.

When applicable, the translated document will be sent to our Art Department to incorporate any **desktop publishing (DTP)** elements. Working with you, our Art Department will establish and maintain comprehensive formatting guidelines, including:

- length restrictions and use of hyphenation
- rules for treatment of foreign language text expansion
- indexing and font issues
- camera-ready electronic output in formats such as PDF, EPS, TIFF, etc.
- support of all major software applications

Proofreaders compare the original piece to the translated piece to discover and mark errors which have been introduced in the process of reformatting and/or DTP and to ensure conformity to required layout and typographic specifications. Only then is the final document sent to you, for approval in the specified format.

The **Translation Project Manager** will monitor the workflow process and will be in touch with you to make sure your translation project is handled properly and within the specified timeframe, as well as keep you apprised on new company innovations and standards of practice in multilingual services, which in turn will improve your business revenue by streamlining processes.