

QUALITY ASSURANCE PROGRAM & PROJECT MANAGEMENT PROCESS

CTS LanguageLink has been providing written translation services since our inception. We have such a high commitment to quality that we have a documented Quality Assurance (QA) program that is utilized for every translation project. The objectives of our Quality Assurance program are summarized below:

- To produce an error-free, linguistically and mechanically sound target language version based upon the original source language material.
- Linguistic QA to provide a translated, edited target language version that is consistent with the original source language text. Final deliverable for formatting is a fully edited text file.
- Mechanical QA to provide target language layout that duplicates, as closely as the target language allows, the original source language version.

We divide our Quality Assurance program into two distinct levels: 1) TEXTUAL and 2) MECHANICAL

The first priority is to translate a document that matches the source document in meaning and style. This is accomplished by first having the document translated by a qualified translator of the target language and then having it edited by a second, equally qualified target language translator/editor. Once that is solid, we then produce the text into a layout form that duplicates the source document, as closely as possible. The layout goes through a series of reviews to ensure that it duplicates the original source document.

At CTS LanguageLink, we have the staffing necessary to provide a system of checks and balances to monitor the workflow of translation assignments. We have a full-time Language Resources Department that directs the work of individual translators and oversees the development of client/project specific glossaries and translation memories. The combination of these two tools ensures that your projects are completed with the highest levels of quality and consistency. Although the glossary is usually created during the initial project and periodically updated according to a client's needs, translation memory development is an ongoing process that is continually updated with each new project.

Methods for Identifying and Preventing Deficiencies in Quality

We believe our initial translator screening and trial translation evaluation, along with our standard practice of editing and proofreading every translation document we produce, promotes a high degree of confidence in the quality of our finished translation products. When we do discover a deficiency in the quality of a particular translation, we look for answers to the following questions:

- Were both the translator's and editor's qualifications screened?
- Did both the translator and editor complete a trial translation? What comments did the reviewer have regarding their translation work?
- At what point in the job process was the deficiency introduced – translation, editing, formatting?
- Did the subject matter of this job match the translator's and editor's areas of expertise?
- Was the document categorized correctly with respect to subject matter?

Although we make every effort to prevent deficiencies in quality from occurring, when they do occur we are diligent in finding the root of the problem and implementing procedures to ensure that it does not occur again. We are also committed to providing our clients with an accurate and timely resolution to the problem. We believe that one learns more about a company when things go wrong than when there are no hurdles to face.

Because language translation is a human endeavor, we're realistic about the fact that stylistic differences may occur, regardless of how qualified a translator may be. That's why we have more than one set of qualified eyes review every translation, specifically targeting grammar, typography, word choice, etc.

As described above, our approach to handling difficulty is to be honest, to analyze exactly where the discrepancy occurred, and to institute steps to prevent them from recurring in the future. Our ultimate goal is to be a valuable partner to our clients, forming a long-term vendor/client relationship with each client we serve.

10-STEP QUALITY ASSURANCE PROCESS

All translation projects undergo a multi-layered process of checks and reviews in order to ensure the highest degree of quality. Over the years, we've developed a 10-Step Quality Assurance process that enables us to deliver spot-on translations and the highest quality output.

STEP 1

Project Review

The Project Manager (PM) completes a review of the overall scope of the project: timeline, inventory of files, glossaries (if applicable), and final file delivery. Working with the client, the Project Manager identifies all text that should remain in the source language and develops a list for the translator's and editor's use. It is at this point in the project life cycle that the Project Manager also identifies any typos, inconsistencies, missing text, etc. in the source document (or any other area requiring client clarification) and reviews these concerns with the client.

STEP 2

Template Building/Translation Preparation

During the project review, we will determine whether a template needs to be built for the translation phase. There are several reasons this might be necessary. For example, the client's source file might need to be cleaned up or recreated if it is in a non-editable format (e.g. scanned PDF). By creating a template, we're able to easily process your formatted documents through TRADOS, a translation memory software program.

STEP 3

Glossary Development

For large-scale projects, we recommend a standard glossary be developed that all translators can reference when working with your materials. If time constraints prevent us from developing a glossary upfront, we recommend compiling one after the project has been completed. That way, you will have an established list of approved terms to ensure the consistency in subsequent projects. CTS LanguageLink maintains a full-time Language Resources Department to direct the work of individual translators and to oversee the development of client/project specific glossaries and translation memories. The combination of these two tools ensures that your projects are completed with the highest levels of quality and consistency. Although the glossary is usually created during the initial project and periodically updated according to a client's needs, translation memory development is an ongoing process that is continually updated with each new project.

STEP 4

Translation

At this stage, the Project Manager places the translation with an appropriately qualified and experienced target language translator, based on the content and translator's subject matter expertise. CTS LanguageLink only utilizes translators who are native speakers of the target language. The translator will translate the materials and return it to the Project Manager for review.

STEP 5

Copy Editing

All initial translations are reviewed by a second, and equally qualified, professional translator/editor to ensure the quality of the translation. Because language translation is a human endeavor, we're realistic about the fact that errors or stylistic differences may occur, regardless of how qualified a translator may be. That's why we have more than one set of qualified eyes review every translation, specifically targeting grammar, typography, word choice, etc.

10-STEP QUALITY ASSURANCE PROCESS (cont.)

STEP 6

Translator/Client Review

Once the editor has reviewed the initial translation, he/she incorporates the comments and submits them to the original translator. The original translator will use his/her discretion to accept or reject the suggested changes.

If a client asks to review the translation prior to formatting, we will ask them to track the changes in the submitted drafts.

STEP 7

Formatting

Our desktop publishing team will precisely format each translation to match the original material, while also being sensitive to the audience's cultural nuances. Normally, we will format your translation with the same application that was used to lay out your source document. However, in some cases we may choose to use an application that is better suited to a target language's fonts and other requirements. Your Project Manager will work with you to ensure all our deliverables meet your requirements.

STEP 8

Quality Assurance/Proofreading

After we have finished formatting your material, we will produce a mechanical proof to determine that:

- The layout matches the source language document
- The correct fonts have been used
- The headers and footers are consistent with the source language document
- Proper names are spelled correctly
- The pagination matches the source document and the text flows correctly
- All source language updates have been incorporated
- Margins, graphics and positioning are correct

STEP 9

Final Translator Review

One of our in-house translators or the original translator will conduct a final review of your project to ensure that the text has been formatted correctly. He/she will verify that words have been hyphenated properly and nothing has been omitted from the text during the formatting stage. The reviewer will proof a hard copy printout and/or perform an on-screen review, depending on the need of each particular project.

STEP 10

Final Check/Delivery

Your Project Manager will gather all the final deliverables, verifying that they meet your original specifications. He/she will make sure the layout, page numbers, proper names and other details match your source document one last time.

Our delivery schedule depends on the volume of material we're translating and the timeline we discussed with you during the project review. We can guarantee a specific delivery date if you discuss this with us upfront.

If you have additional questions about our Quality Assurance process, please contact us at 1 800-208-2620 or email: sales@ctslanguagelink.com