

EN ISO 9001 Quality System



We have obtained the ISO 9001 and EN 15038 certifications.

Soget was one of the first companies in Italy to adopt a Quality System certified in line with the ISO 9001 standard. It is now also one of the first European companies to be also certified in line with the EN15038 standard, which determines the requirements of a translation service provider (described in the Information Sheet MAR011).

The certification of our corporate Quality Management System offers a number of concrete advantages, such as:

- Rationalised management of human and technological resources
- Optimised organisational procedures and standardised operational processes
- Improved corporate organisation
- Qualitative uniformity of services
- Reduced inefficiencies and, consequently, less exposure to errors

We are committed to guaranteeing such advantages at all times, by analysing and improving our processes, monitoring every production phase and assessing the results achieved.

This systematic procedure, tackled through the resources and methods described herein, is most effective when flanked by full collaboration with our customers. Indeed, Soget prides itself in providing expert and professional language services, in line with set delivery times and any other contractual requirements. But above all, we "side with the customer", selecting the most suitable resources from our vast database, training them, and monitoring their work over time.

Soget's Quality System involves monitoring the entire production process, appointing specific corporate functions entrusted with strict quality controls, and allocating responsibilities for the solution of non-conformities.



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Soget's organisational chart outlines the main corporate units actively involved in its work process.

We will then go on to describe the resources and methods applied by our Quality System.

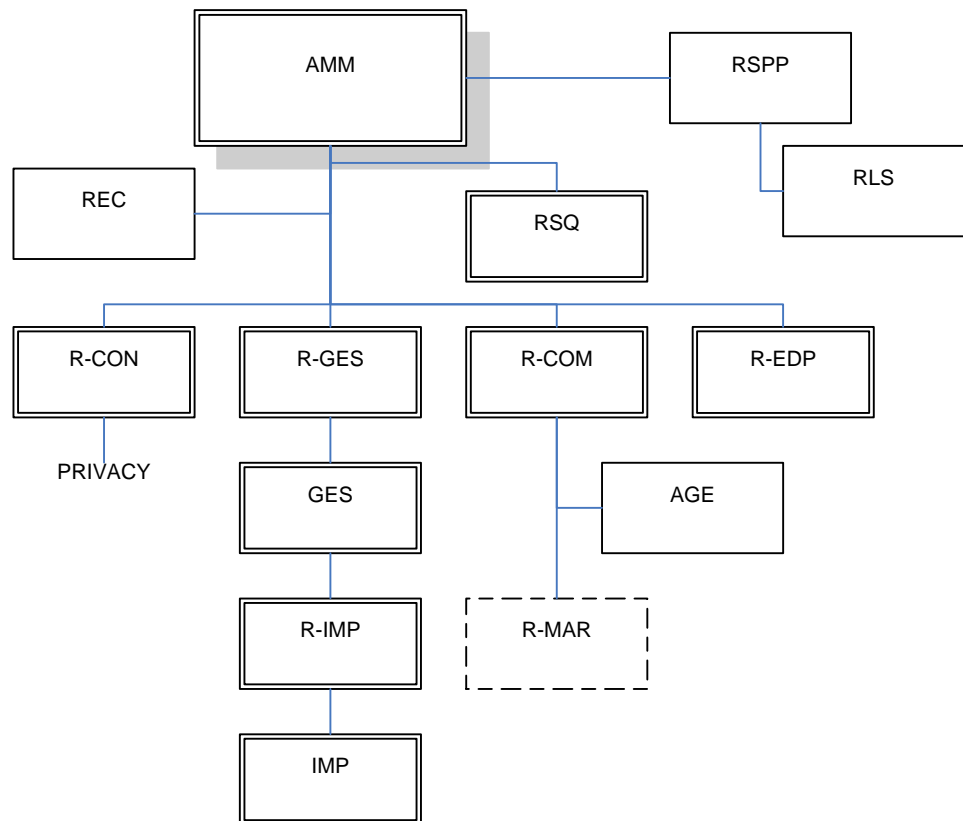


Organisational chart

Every position acts independently, with the authority to:

- Identify and register every problem concerning the product, process and QMS;
- Devise, suggest and provide solutions through set channels;
- Ensure solutions are implemented;
- Control the treatment, delivery and re-working of non-compliant products, until the non-conformity or unsatisfactory condition has been corrected.
- Promote actions to avoid product, process and system non-conformities;

Soget organisational chart



Acronyms	Description
AGE	Agents (Sales Department)
AMM	Sole Director (CEO)
GES	Project Managers
IMP	DTP staff
RSPP	Prevention and Protection Manager
RLS	Workers' Safety Representative
R-MAR	Marketing Manager
R-COM	Sales Manager
R-CON	Accounting Manager
REC	Receptionist/Secretary
R-GES	Head of Project Management
R-IMP	DTP Manager
R-EDP	Electronic Data Processing Manager

Project managers

Soget allocates a PM to each customer, with the role of:

- providing direct information
- managing the project resources
- conducting all necessary controls.

The PM's duties include: selecting suppliers, coordinating a team of translators - essential activities for large projects and products requiring the involvement of several departments (e.g. localisation, DTP, etc.) - and consolidating glossaries and translation memories.

All our Project Managers are highly qualified and possess the professional attributes required by the UNI 10574 Standard, including a degree or diploma.

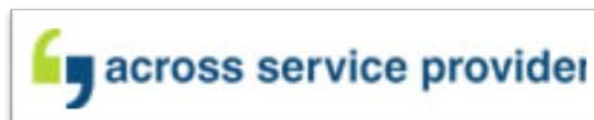
Furthermore, they receive constant on-the-job training.

For example, all our Project Managers have been trained to use translation systems based on translation memories and termbases. Such skills are considered essential, and of strategic importance for the purpose of our services.

Our training skills are substantiated by our SDL Trados certification



and our Across partnership.



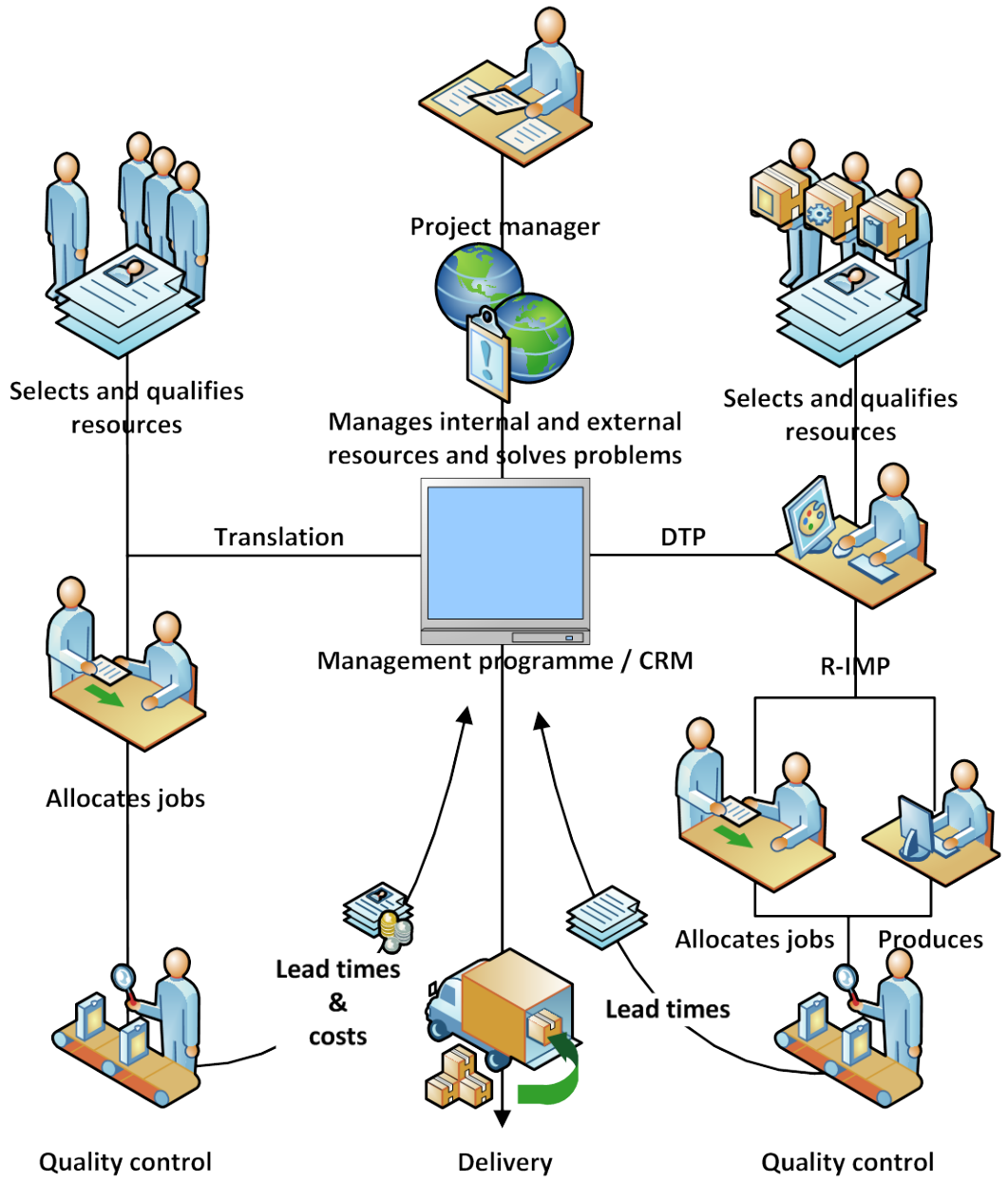
Our DTP manager, whose roles are similar to those of our PMs, possesses specific DTP and printing skills, corroborated by our Adobe partnership.



The following diagram shows the coordination and management workflow for which the Project Manager is responsible.

PLANNING PROCESSES

Each phase of the production process is planned and controlled.



Qualified translators

Soget works exclusively with qualified translators.

Our Project Managers select translators directly, checking their compliance with the minimum requirements of our Quality System.

Said requirements are:

- mother tongue
every translator must translate exclusively into his or her mother tongue
- degree or other diploma
in compliance with the UNI 10574 standard
- professional experience
specific and long-term experience is required, either as an in-house or a freelance translator
- specialisation
specific skills in one or more specialised sectors
- hardware and software tools and reference material
suitably configured PCs, Microsoft Office and other applications, CAT programmes, dictionaries and other reference literature

Selecting translators also involves specific contractual and ethical requirements.

Our translators' contractual obligations apply to each and every project, which must be conducted in line with Soget's General Conditions and implementing the controls envisaged by the following Checklist.

CHECKLIST

Every project is managed in compliance with the instructions and controls specified in the official job order.

The following standard controls are applied to every translated text:

- ✓ completeness and accuracy
- ✓ spelling, grammar and syntax
- ✓ consistency and uniformity
- ✓ adequacy of terminology
- ✓ compliance with the instructions imparted
- ✓ implementation of controls

Management program

We have developed and constantly update a management software programme aimed at identifying and tracing the progress of every project, from the time of opening the order to invoicing.

All members of staff are authorised to access and use this programme, in a controlled manner and limited to their specific role (commercial, management, administration, etc.)

Own management programme

Soget has developed and updates this programme on a continuous basis

All crucial information relating to specific projects is set by the Quality Plan: customer data, project details, staff and resources involved, deadlines, and controls.

Many of the programme's functions have been specifically developed with a view to backing our Quality System. For example, Soget views the monitoring of translation activities as an essential element of its services. As such, the programme contains a specific area in which the Project Manager can register any specific project shortcomings.

Function informing the Project Manager of any non-conformities registered during the year

Riferimento	Data	Cliente	Servizio	Descrizione	Settore	Tipologia	Descrizione N.C.	Data reclami
04-1810	30/08/04	SOGET Srl	Traduzioni	Traduz. Inglese -> Italianc	Organizzazione Azi	I	Nonostante la consegna categorica del lavoro, ha cons	
04-1686	03/08/04	SOGET Srl	Traduzioni	Traduz. Inglese -> Italianc	Legale - Contratti	I	Il lavoro è stato consegnato con un giorno di ritardo non	
03-1186	18/07/03	SOGET Srl	Traduzioni	Traduz. Inglese -> Italianc		I		11/07/200

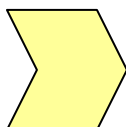
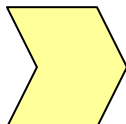
All information is preserved and remains accessible for 10 years.



Quality Certificate:

This certificate was issued by ANCIS (National Association for the Certification and Quality of Services Companies), a Sincert accredited company.

The current certificate expires on 12 March 2012



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