

Translation services in compliance with the EN15038 standard



We have obtained the EN 15038 and ISO 9001 certifications.

Soget has extended its ISO 9001:2008 certified Quality Management System, described in the Information Sheet MAR010, by also becoming certified in line with the EN15038 standard, which determines the requirements of a translation service provider.

This information sheet provides customers with general information on the criteria regulating projects conducted under said European standard.

What is it?

The EN 15038:2006 standard is expressly aimed at the translation process and all associated aspects, including quality control and traceability.

It is the first standard – adopted on a voluntary basis - that specifies the requirements of a TSP (*Translation Service Provider*) with regard to: human and technical resources, quality and project management, contractual obligations, and service procedures.

Perusal

The standard is subject to copyright, and therefore Soget is not authorised to release any copies thereof. To peruse the standard, please visit the UNI website:

<http://webstore.uni.com/unistore/public/productdetails?productId=UNIN1503800!EE>

Application

The standard applies to all participating TSPs, of any type and size, operating in an EU member state.

It is not applicable to oral translation services (interpreting), for which the specific UNI 10574:2007 standard has been issued.

Purpose

The main purpose of the standard is to determine and define the quality requirements of a translation service provider.

The standard states that “... *the TSP must set in place documented procedures for the management of translation projects*”.

Among other things, said procedures include:

- a) surveillance and supervision of preparatory activities (administrative, technical and language requirements of every translation project),
- b) allocating translators and revisers to a project and liaising with all the parties involved in the process, including the customer.

As a result, application of the standard allows customers to identify those suppliers, in the vast market of language providers, most committed to quality.

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Activities

Revisions as a contractual obligation

The standard requires every translation to be the joint effort of several professionals: the actual translator, with specific, proven skills, and one or more revisers, with translation experience in the specific field in question.

STANDARD WORKFLOW



Translation: transferral of the meaning expressed in a source document into a target language, producing a text that complies with the language rules of the source language and that observes the instructions imparted at the time of allocating the project. The process takes into account the correct use of terminology, grammar, style and the end user's local conventions (language-related, cultural, technical and geographical). Furthermore, attention must be paid to register and to the purpose of the translation.

Revision: this service, which must be carried out by someone other than the translator, focuses on the linguistic quality of the translation. The purpose of the reviser's activities is to check the suitability of the translation, comparing the source and target texts to check for completeness, comprehension and uniformity of terminology, and recommending any necessary corrective measures to the TSP.

Specialised review (optional service): this service, which must be agreed by contract, involves quality of content (technical, scientific, etc.). The reviewer, who must be a professional operating in the specific semantic field in question, checks the target text alone, focusing on context and compliance with specific topic-related conventions, and recommending any necessary corrective measures to the TSP.

Verification

TSPs have two ways of demonstrating application of the standard:

1. self-declaration by the TSP: this must be supported by suitable documentation demonstrating that the TSP can provide services under the standard. Self-declaration is not verified by third parties and relies on the supplier's honesty. For utmost peace of mind, the customer would have to analyse the documentation provided by the TSP or conduct an audit directly.
2. certification by independent third parties: this is a more complex operation, and involves an audit by an accredited body. The auditing company checks that the TSP possesses all the requirements set out by the standard, that it has set up the relating procedures and processes, and that its Quality System complies with same.

As a result, a certified TSP offers greater guarantees of the standard being applied than a self-certified supplier, without the need for the customer to conduct specific checks.

Technology at the service of quality

PLANNING PROCESSES

Each phase of the production process is planned and controlled.

The standard highlights the importance of using suitable technical resources for pre-translation activities (management of source formats, conversion into translation compatible formats, use of translation memories and CAT systems, use of glossaries and termbases, etc.) and to ensure the adoption of a suitable translation, verification and revision process.

Soget offers the customer various solutions such as SDL Trados Sinergy and the Across Language Server.

Both systems allow the management of the entire process to be outsourced.

Furthermore, the Across Language Server is the first Corporate Translation Management system to have set up a workflow that complies entirely with the EN 15038 standard.

The Across Language Server integrates all management functions in a single workflow, and envisages the preparation, translation and revision of documents, advancing progressively from one step to the next as each is completed and once the necessary checks have been implemented.



Revisers can delegate paragraphs that need to be revised by the translator, back to the translator.

The workflow stages include revising the text, checking the errors reported and ensuring the necessary corrections and quality controls are implemented.

This solution allows us to systematically manage the large bulk of data generated by translations, verifications and revisions in one or more languages.

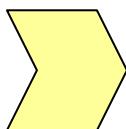
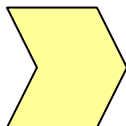
In the event of a customer also possessing an across Language Server, it is possible, through the server interchange module crossGrid, to share projects online, delegating individual activities, schedules, workflow and quality controls, updates, and, of course, the entire translation and DTP process. This solution allows the customer to save on the onerous management activities underlying the production and updating of multilingual documentation.

The characteristic that makes this system truly unique is the fact that the translation memory and termbase remains on the customer server at all times, regardless of the number of translators and revisers involved and their location, thus guaranteeing complete confidentiality.

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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