


LINGUA

T E C H N O L O G I E S

a member of  GCBG

ISO 17100:2015

..Certification
For
..Professional Quality Translation
Service Provision
..





Introduction

What is the first thing that comes to your mind when deciding on the party to entrust your translation jobs with?

Regardless the budget, the authenticity and the quality of the translation should always be your top concerns before any assignment. It is common that companies relied solely on professional translation service providers to provide quality translations, since they do not have any reviewers from those regions to assess the deliverables.

Now, this is where a globally recognized quality standard comes in.

This quality standard acts as a quality compass to point you towards the right party you should be working with in order to achieve your desired translation results.

We are talking about the ISO 17100:2015 certification specifically and newly minted for the Translation Industry.

This globally recognized quality standard will help you in your assessment of the quality of a translation service provider.

The standard itself governs the workflow processes for translation including professional project management processes and the use of only professional, qualified and competent translators for any assignment. External audits are done on a yearly basis having all requirements of the standard checked by an independent auditor with a renewal of the certification in every 3 years to ensure the application of the standard is always current and maintained.

Lingua Technologies International was most recently audited in September 2016 and we are the first local company to be certified as ISO 17100 compliant. Our quality standards were previously based on the older EN 15038 (a European standard) which formed the basis for our framework. With over more than 2 decades of experience in the translation industry, we have now fine-tuned our framework to match the latest standards outlined in ISO 17100.

What is ISO 17100?

ISO 17100 specifies requirements for all aspects of the translation process and resources, which are essential for the delivery of a quality translation service. By applying the standard, Translation Service Providers are able to effectively demonstrate their capability to ensure delivery of a quality translation service that meet client's specifications.

The following steps in the Translation Process are outlined by ISO 17100:2015:

- **Translation** – Other than translating to its purpose, the translator also has to perform an overall self-revision of the translation before delivery
- **Editing** – This process is mandatory and is done by a second qualified reviser with a bilingual examination of the source and target language content for any errors and other issues
- **Proofreading (optional)** – A final monolingual proofread and application of corrections by the reviser to further ensure the flow of content between paragraphs and its suitability for the agreed purpose
- **Final Verification** – A systematic QA process conducted by the trained Project Manager to confirm that all specifications of the project are met
- **Review/Validation (optional)** – The review includes assessing domain accuracy and applying specific terminologies (if not already provided at the start of the translation phase) or stylistic changes by the reviewer. This is usually done at the client's end by their regional counterparts or subject matter experts



Why does it matter?

There are other translation companies with different ISO certification like ISO 9001 or 9002 etc, so what is the difference between these general standards versus ISO 17100? Well, the main difference is that ISO 17100:2015 is currently the only standard that demonstrates the provision of professional quality translation service.

The other ISO standards are not translation specific standards and do not define the actual quality of the service provided. These are standards to promote good business practices that achieve certain consistencies in the way the jobs are being processed.

Now, having the ISO 17100:2015 means a lot more due to its relevance to the translation industry.

Working with an ISO 17100:2015 certified company matters if you want to ensure the quality of translation you're getting is of acceptable international standards because there's simply no one or no time to have the job reviewed by other parties.

How does this benefit you?

The ISO 17100:2015 expresses clearly what you will expect as a customer seeking for translation services as it assures translation services are consistently fit for purpose by its provisions. An intangible service like translation is itself an art so its quality can sometimes be debatable, so how can you really judge one's work? Like any other paid service, you may have doubts whether what you're getting is of a publish quality. You try to request for proof of translators' qualifications, existing samples or portfolio of the company in order to justify your decision on a certain translation provider.

Now that there is an international standard ISO 17100:2015 for translation services, it makes it a lot easier to know that you are buying translation from the right translation company by choosing the provider that is already certified.

Possessing the relevant standard like ISO 17100 says a lot about the company's involvement and calibre in the field. Comparing with the other companies who claim to have a wealth of experience but without the relevant certification, who will make a more credible choice now?

Here's an overview on how you may benefit from the standard:

BENEFITS	HOW IS THIS POSSIBLE?
Quality Assurance	Minimum requirements set for our translators, editors and project managers
More confidence in translation output	Translation and Revision phases are handled by different translators
Aligned expectations	ISO 17100:2015 outlines the standard procedures how each job must be systematically managed
Confidentiality Assurance	Mandatory data protection requirement by ISO 17100:2015
Lowest margin of error as possible	New and stringent guidelines provided by ISO 17100:2015

The world is your oyster! We will help you to find the pearls!

Contact us at **6576 0138** to find out more.

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