

## **Quality Control**

### **QA Process:**

- 1- All our translation are done by native speakers residing in the target language country with at least 5 years of translation experience, who are experts in their specialized fields and translate using translation tools like Trados/SDLX and previous glossaries or translation terminology.
- 2- Translators follow our strict language specific style guides
- 3- All our translators proofread translated material on paper and carry out grammatical, spelling and consistency checks as laid out in our "Translator Checklist" (enclosed) before they deliver first draft of their work.
- 4- Translations are then further QAed by our project managers in accordance with our QA check list (enclosed) before delivery to the client.

### **Translation terminology management as part of quality control:**

Depending on the customer requirements and existing terminology databases, we apply a variety of methods to ensure terminology consistency. These range from, text or Excel based terminology memories to Trados MultiTerm or SDLX TermBase. In cases where the client does not want to work with a terminology memory application, Trados concordance function is used.

For all major projects, which do not have previous terminology databases we first create a project specific glossary, translate it and get it approved by the client before proceeding with the project. We have established style guides for our main languages like Turkish which are approved by all our clients like Xerox etc.

### **Choosing new translators**

All our current translators are tried and tested over a long period of time. We have lead translators and reviewers for all our main languages. Any prospective translator has to satisfy all steps of our selection procedure before they can be included in our vendor list.

- 1- They must first supply us with their CV together with at least two references.
- 2- They have to do a test translation for each area of their expertise using our preferred translation tools (SDL Trados 2006 or higher), which is then passed on to our lead translator/reviewer of the corresponding language for linguistic approval.
- 3- Having successfully completed the test translation, they must sign our "Contract for Services" agreement form, which incorporates confidentiality statement, intellectual property rights, price and payment and translation standards agreements. They are at this stage included in our newcomer vendor list.
- 4- The newcomers are then further tested with a series of small, but non-urgent projects until they gain our project managers full confidence, before they can be included in our main vendor list.
- 5- Finally, we have a system of random confidence refreshment tests that are carried out for all translators in our main vendor list. Simply, we randomly pick projects translated and send them to independent reviewers together with our "Translation Quality Control" form (enclosed) to ensure that expected quality of translation is maintained. The results of these quality control tests are then presented to the translators for their comments. This procedure is also carried out as a standard policy for all major projects.