



Our translation workflow was ISO 17100 certified in October 2018. This standard defines certain requirements for:



Our staff of translators and interpreters who remain at your disposal



Editors and reviewers who assure project quality



Workflow of internal processes behind our premium service

And we are more than happy to let you know that we exceed the standard requirements!





ISO 17100 REQUIREMENTS

What does ISO require us to do?



Project Manager

- Each time you send us a request for services we will assign a dedicated Project Manager. Your PM follows your services from order placement to project end.
- In line with ISO 17100, your PM has the requisite competence and experience.
- PM is also accountable for how your demands and preferences are met.



Translator/Interpreter

- ISO 17100 requires certain qualifications from your assigned translator and/or interpreter – they must prove relevant education, established experience and vocabulary expertise in a given area.
- Your assigned translator/interpreter also double checks their project once done.
- We happily inform that we meet and exceed such ISO requirements.



Reviewer

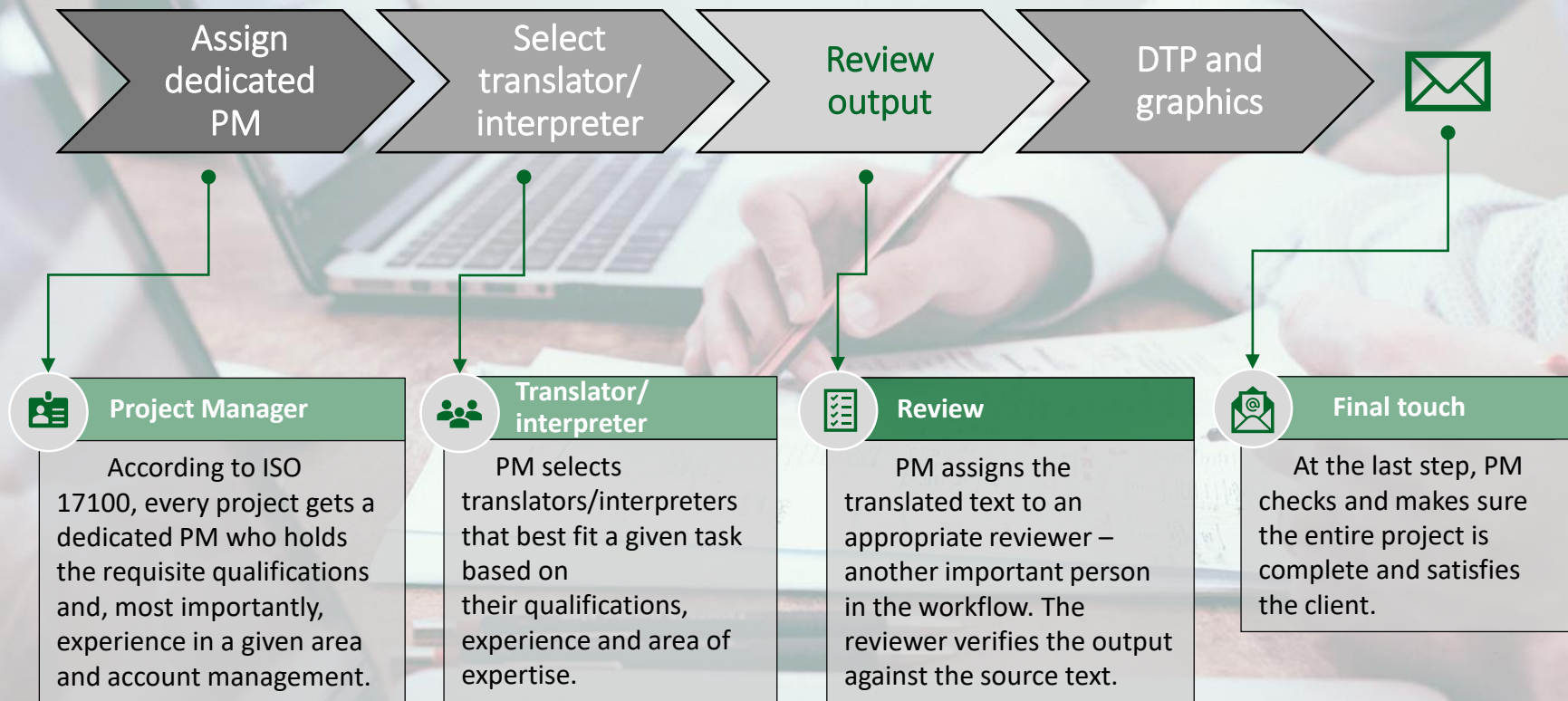
- The review is a standalone process in the translation workflow.
- Your reviewer's competences match those of the assigned translator.
- According to ISO 17100, the source text is verified against the output text taking into account its expected use.
- The reviewer is always independent from translators/interpreters.





TRANSLATION WORKFLOW

What is the workflow according to ISO 17100?



Double check

Before returning a project every translator double checks the output in the target language.



YOUR PERSPECTIVE



Enhanced quality of translation and guaranteed process workflow



Improved account management and customer service up to client expectations



Superior implementation of client vocabularies and feedback

ISO certification warrants that your project is carried out by a trustworthy and established vendor that provides premium quality in line with the best industry standards.