

# Quality Standards and Certification for TSPs

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# The EN 15038 Standard



# EN 15038 – Translation Services

**Title:** Translation Services – Service Requirements

**Issue Date:** 2006-05

## Scope

This European Standard specifies the requirements for the translation service provider (TSP) with regard to human and technical resources, quality and project management, the contractual framework, and service procedures.

This standard does **not** apply to **interpreting** services.

## Introduction

The purpose of this European standard is to establish and define the requirements for the provision of **quality services** by translation service providers.

...

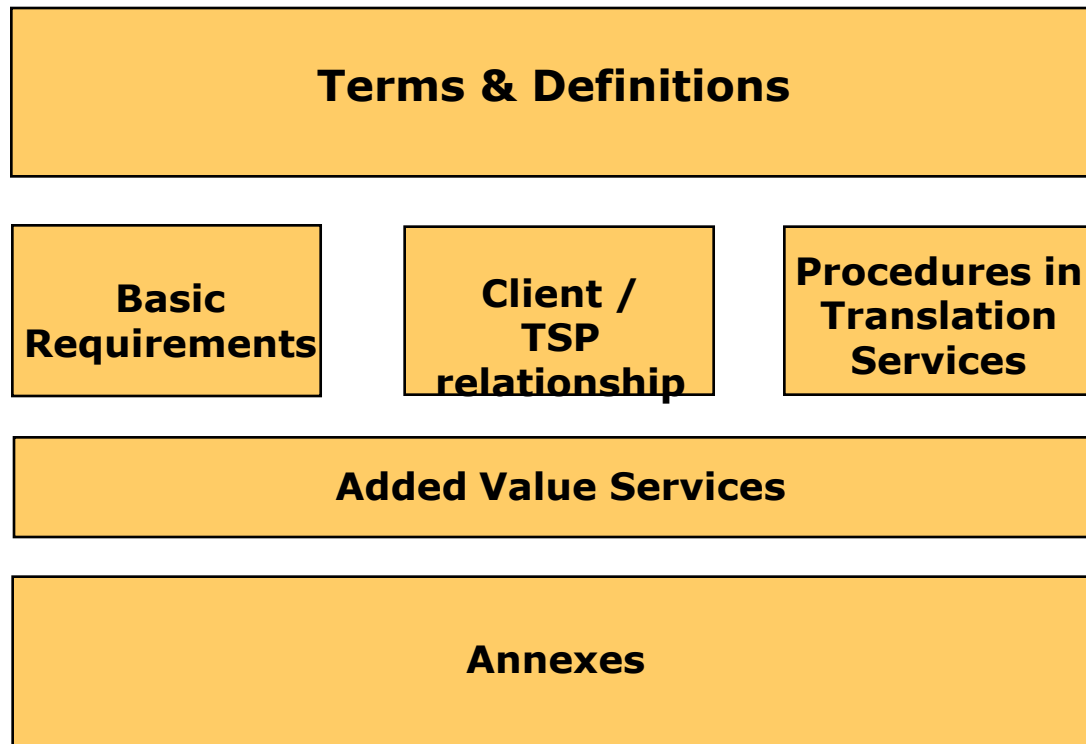
This standard offers both **translation service providers** and their **clients** a description and definition of the entire service. At the same time it is designed to provide translation service providers with a set of procedures and requirements to meet **market needs**.

Objective is to help the **buyer** understand how to obtain quality and for the **TSPs** to understand how to deliver that quality.

**STATE of the ART**

# EN 15038 – Translation Services

## EN 15038 - Structure

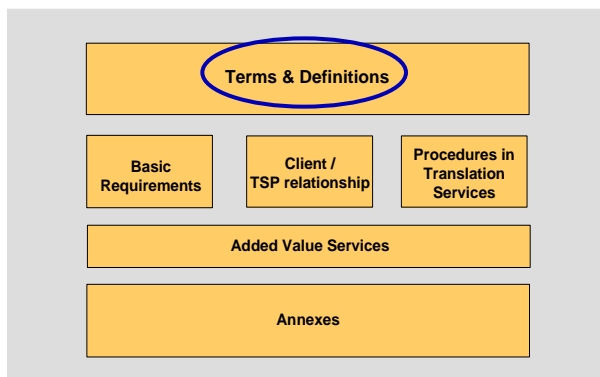


# EN 15038 – Translation Services

## Clause 2: Terms and Definitions

**translation service provider (TSP)**  
person or organisation supplying translation services

**translator**  
person who translates

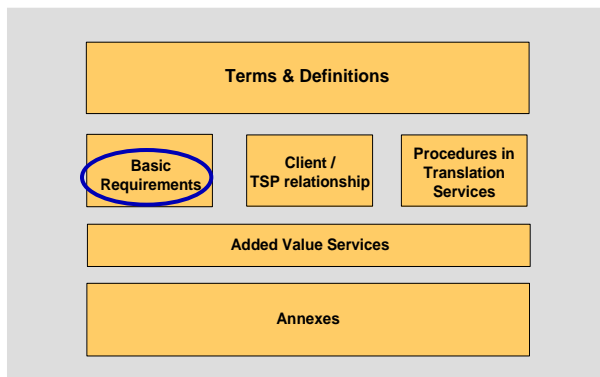


# EN 15038 – Translation Services

## Clause 3: Basic Requirements

### 3.2.1 Human resource management

The TSP shall have a documented procedure in place for selecting people with the requisite skills and qualifications for translation projects.

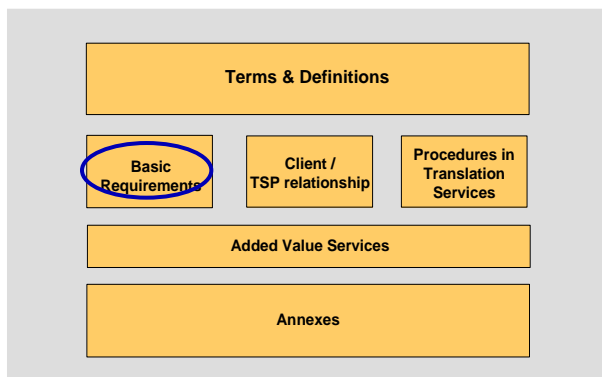


# EN 15038 – Translation Services

## Clause 3: Basic Requirements

### 3.2.2 Professional competences of translators

- Translating competence
- Linguistic and textual competence in the source language and the target language
- Research competence, information acquisition and processing
- Cultural competence
- Technical competence

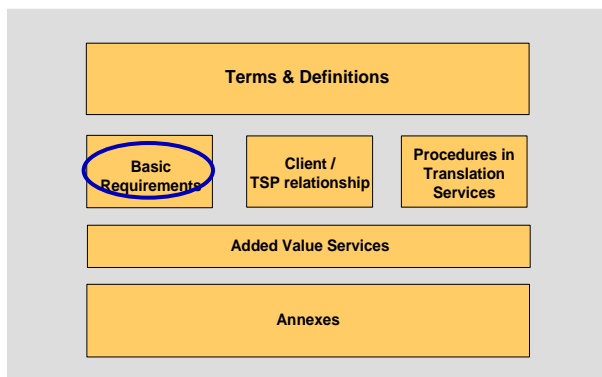




# EN 15038 – Translation Services

## Clause 3: Basic Requirements

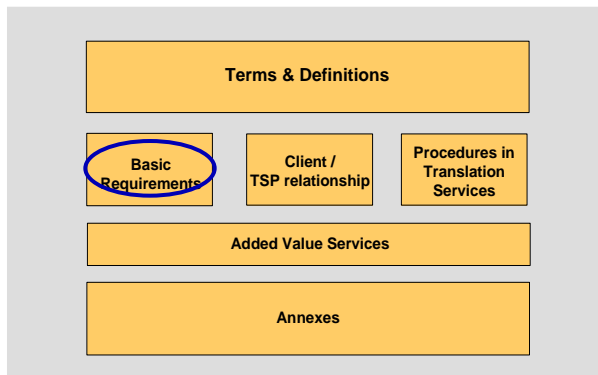
- Professional competences of revisers
- Professional competences of reviewers
- Continuing professional development



# EN 15038 – Translation Services

## Clause 3: Basic Requirements

- Technical resources
- **Quality management system**
- Project manager



# EN 15038 – Translation Services

## Clause 3: Basic Requirements

### 3.4 Quality management system

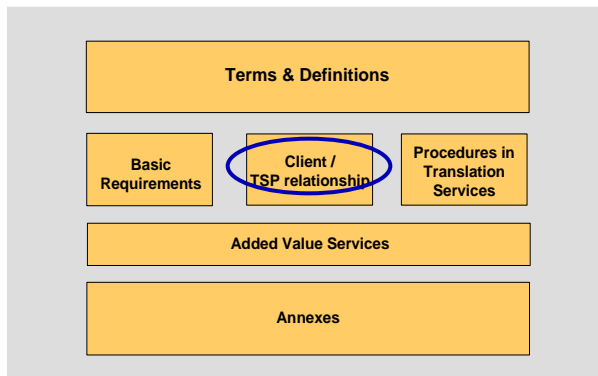
The TSP shall have a documented quality management system in place that is commensurate with the size and organisational structure of the TSP. The quality management system shall include at least the following.

- a) Statement of the quality management system objectives.
- b) Process for monitoring the quality of delivered translation services and where necessary providing after delivery correction and taking corrective action.
- c) Process for handling all information and material received from the client (see 4.5).

# EN 15038 – Translation Services

## Clause 4: Client-TSP relationship

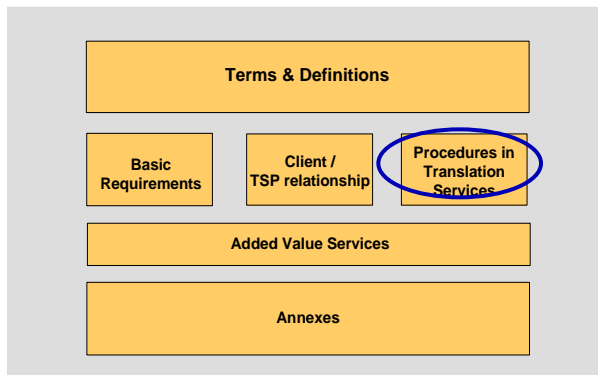
- Enquiry and feasibility
- Quotation
- **Client-TSP agreement**
- Handling of project-related client information
- Project conclusion



# EN 15038 – Translation Services

## Clause 5: Procedures in translation services

- Managing translation projects
- Preparation
  - Administrative aspects
  - Technical aspects
  - Linguistic aspects

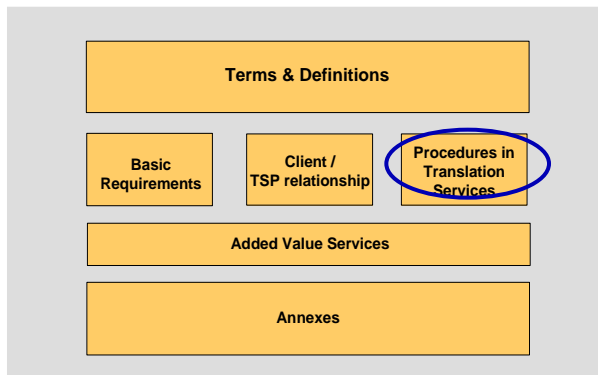


# EN 15038 – Translation Services

## Clause 5: Procedures in translation services

### 5.4 Translation process

- **Translation**
- Checking
- Revision
- Review – optional
- Proofreading – optional
- Final verification

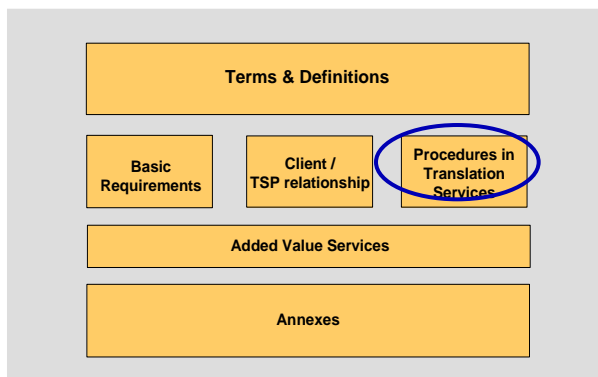


# EN 15038 – Translation Services

## Clause 5: Procedures in translation services

### 5.4 Translation process

- Translation
- Checking
- **Revision → 2nd Translator**
- Review – optional
- Proofreading – optional
- Final verification



# EN 15038 – Translation Services

## Clause 5: Procedures in translation services

### 5.4 Translation process

#### 5.4.3 Revision

The TSP shall ensure that the translation is revised.

The reviser (see 3.2.3) shall be a person other than the translator and have the appropriate competence in the source and target languages. The reviser shall examine the translation for its suitability for purpose. This shall include, as required by the project, comparison of the source and target texts for terminology consistency, register and style.



# EN 15038 – Translation Services

## Clause 5: Procedures in translation services

### 5.4 Translation process

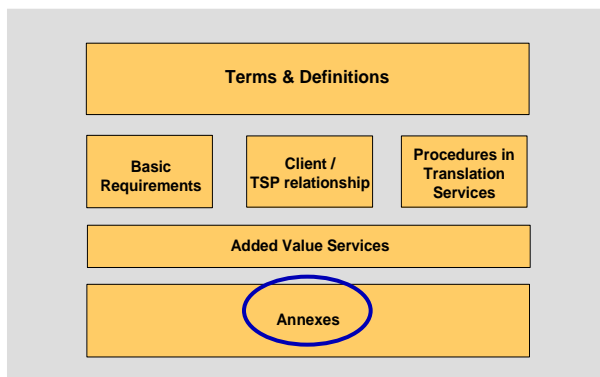
#### 5.4.3 Revision

<a href="#">Home</a>	<a href="#">About Us</a>	<a href="#">Contact Us</a>	<a href="#">Privacy Policy</a> <a href="#">Terms &amp; Conditions</a>
<b>Marketing</b>	<b>Our translation services include:</b>		
Direct Mail	<b>Bronze Package</b>		
Telemarketing	Recommended for general documents with a quick turnaround, your document will be translated by a professional translator with a quick turnaround.		
Market Research	<b>Silver Package</b>		
<b>Database</b>	Your document will translated by a professional translator before being passed on to a second translator who will then proof read, check and amend the document accordingly.		
<b>Translations</b>	<b>Gold Package</b>		
Request quote	Recommended for legal documents.		
<b>Training</b>	<b>Web Services</b>		
Courses	Your document will be translated by two separate translators, then passed to a third translator who will then merge the translations and create the final document.		
<b>Web Services</b>	Portfolio		

# EN 15038 – Translation Services

## Annexes

- Project registration details
- Technical pre-translation processing
- Source text analysis
- Style guide
- Non-exhaustive list of added value services



# Certification of Translation Services



# Certification of Translation Services

## **EN 15038:**

### **Introduction**

...

This standard offers both translation service providers and their clients a description and definition of the entire service. At the same time it is designed to provide translation service providers with a set of procedures and requirements to meet market needs.

**Conformity assessment and certification based on this standard are envisaged.**

# What is Certification?

An **independent** body attests by a certificate the conformity of a service with the requirements of a standard. This is based on an initial **audit** and the subsequent **regular surveillance** by the certification body.



## What is Certification?

The service provider offering a service on the market is then granted the permission to use a **conformity mark** order to visibly prove its conformity with a standard.



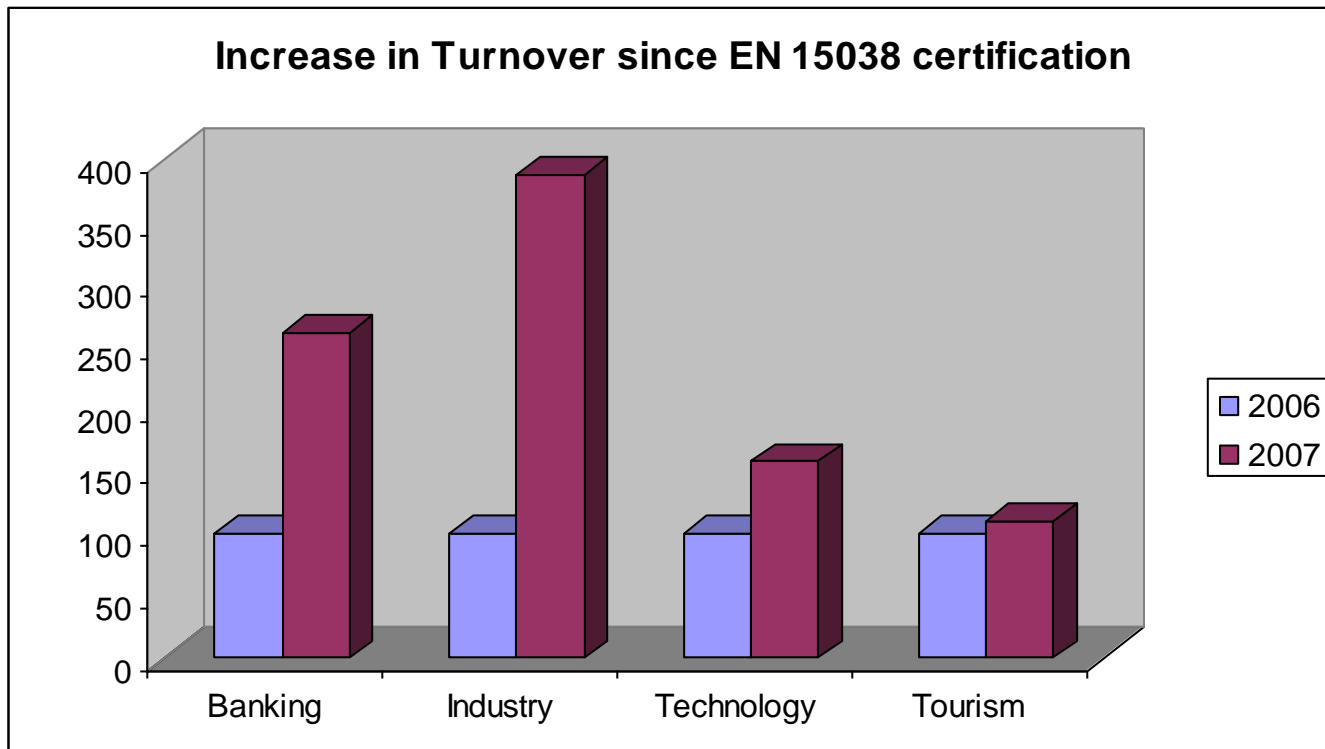
# Why certification ?

## Visibility of competence

NEWS    NEWSLETTER    NEWSLETTER ANMELDEN    FÖRDERUNGEN			
<b>CEF AUF EINEN BLICK!</b>	<b>DAS PERFEKTE TRANSLATION SERVICE!</b>	<b>KOOPERATION</b>	
CEF das Unternehmen	<h3 style="color: #000080;">CEF Übersetzung</h3> 	TMCEF	
CEF Language Coaching - <i>Die perfekte Sprachausbildung!</i>		Allgemeine Geschäftsbedingungen für Übersetzungsbüros	FAVOOE
CEF Sprachreisen - <i>Sprachen der Heimat!</i>	<div style="background-color: yellow; border: 1px solid black; padding: 5px; display: inline-block;">Übersetzungen vor allem in den Sprachen (Quell- und Zielsprache)</div>	IfM	
Translation Service - <i>Übersetzungen in allen Sprachen dieser Welt!</i>		Spezialgebiete bzw. zusätzliche Leistungen	SYMPOSION LINE
Dolmetsch Service - <i>Kommunikation in allen Situationen!</i>		  	
CEF Play & Learn -			

➔ Influencing and cleaning up the market

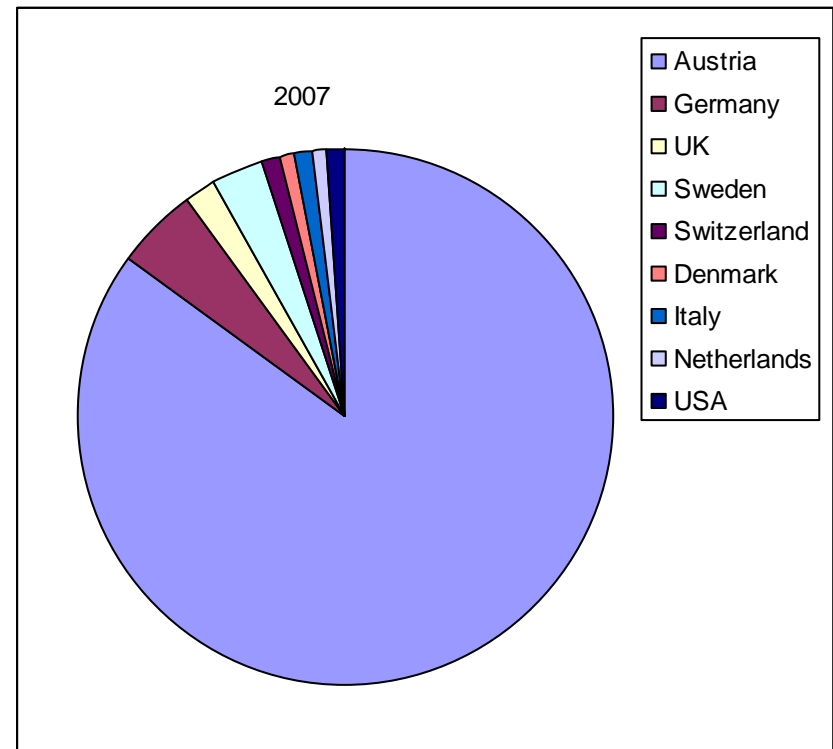
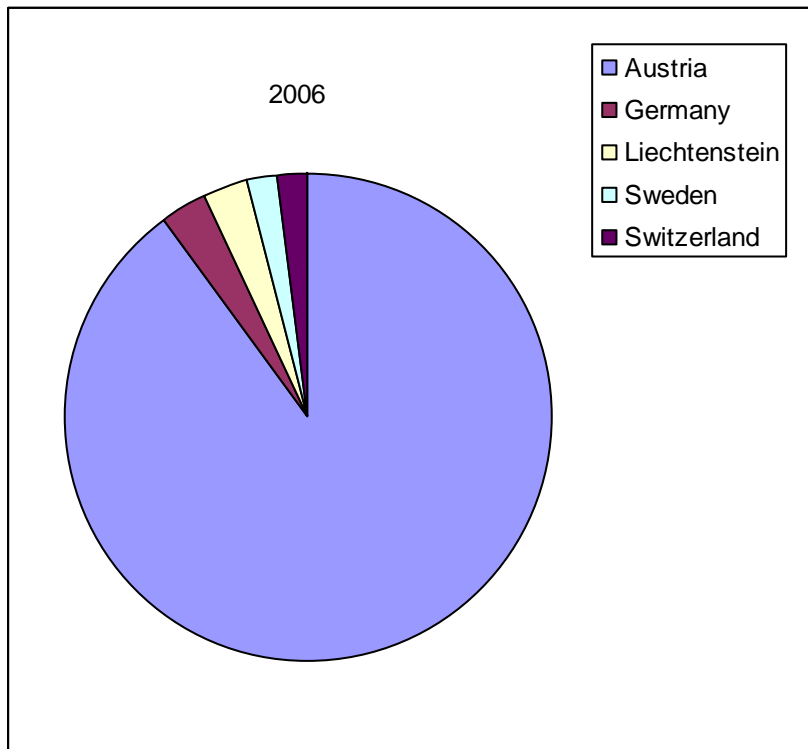
# Why certification ?



Source: Interlingua, [www.interlingua.at](http://www.interlingua.at)



# Why certification ?



Source: Interlingua, [www.interlingua.at](http://www.interlingua.at)

# Why certification ?

European Union

## **1.5. EUROPEAN STANDARD - TRANSLATION SERVICES - SERVICES REQUIREMENTS (BS EN 15038:2006)**

BS EN 15038:2006 is the first European standard to set out the requirements for the provision of quality services by translation service providers. BS EN 15038:2006 specifies the requirements for the translation service provider with regard to human and technical resources, quality and project management, the contractual framework and service procedures.

The standard will be applied by the participating institution, unless this European standard contradicts the articles of the framework contract, or the documents annexed thereto.

**CALL FOR TENDERS**

Reference DE/2007/EU

# Language Industry Certification System®



# Language Industry Certification System®



# Language Industry Certification System®

International **certification platform** jointly established by:

- the Austrian Standards plus GmbH
  - Peter Jonas, [peter.jonas@as-plus.at](mailto:peter.jonas@as-plus.at)

and

- the International Network for Terminology (TermNet)
  - Gabriele Sauberer, [gsauberer@termnet.at](mailto:gsauberer@termnet.at)

# Language Industry Certification System®

The screenshot shows the LICCS website interface. At the top, there is a navigation bar with a search icon and a link to 'About us'. The main content area features a header with the LICCS logo and a group of people. Below this, there is a section titled 'Standard for Translation Services EN 15038' with a brief description and a link to 'Meet us at' a congress in Shanghai. At the bottom, there are two buttons: 'Find a certified Translation Service Provider' and 'Find a LICCS Certification Partner'. The latter button has a dropdown menu for 'Select a region' which is circled in blue. A blue callout box on the left side of the page contains a list of countries.

LICS® works with partners e.g. in

- Germany
- Bulgaria
- Slovakia
- Canada
- Arab Countries
- ...

**Standard for Translation Services EN 15038**

Since the publication of the European Standard EN 15038 "Translation services - Service requirements" in 2006, the market of certifying Translation Service Providers (TSPs) is constantly developing.

As the first Certification Body in Europe, LICCS® - the Language Industry Certification System - has introduced a certification scheme and is successfully certifying TSPs in Europe and all over the world.

**Translation Services EN 15038**

- What it is
- Who should get certified
- The benefits
- How to certify

**Meet us at**

FIT Congress Shanghai 2008  
07.08.2008, Shanghai, China

→ More meeting opportunities

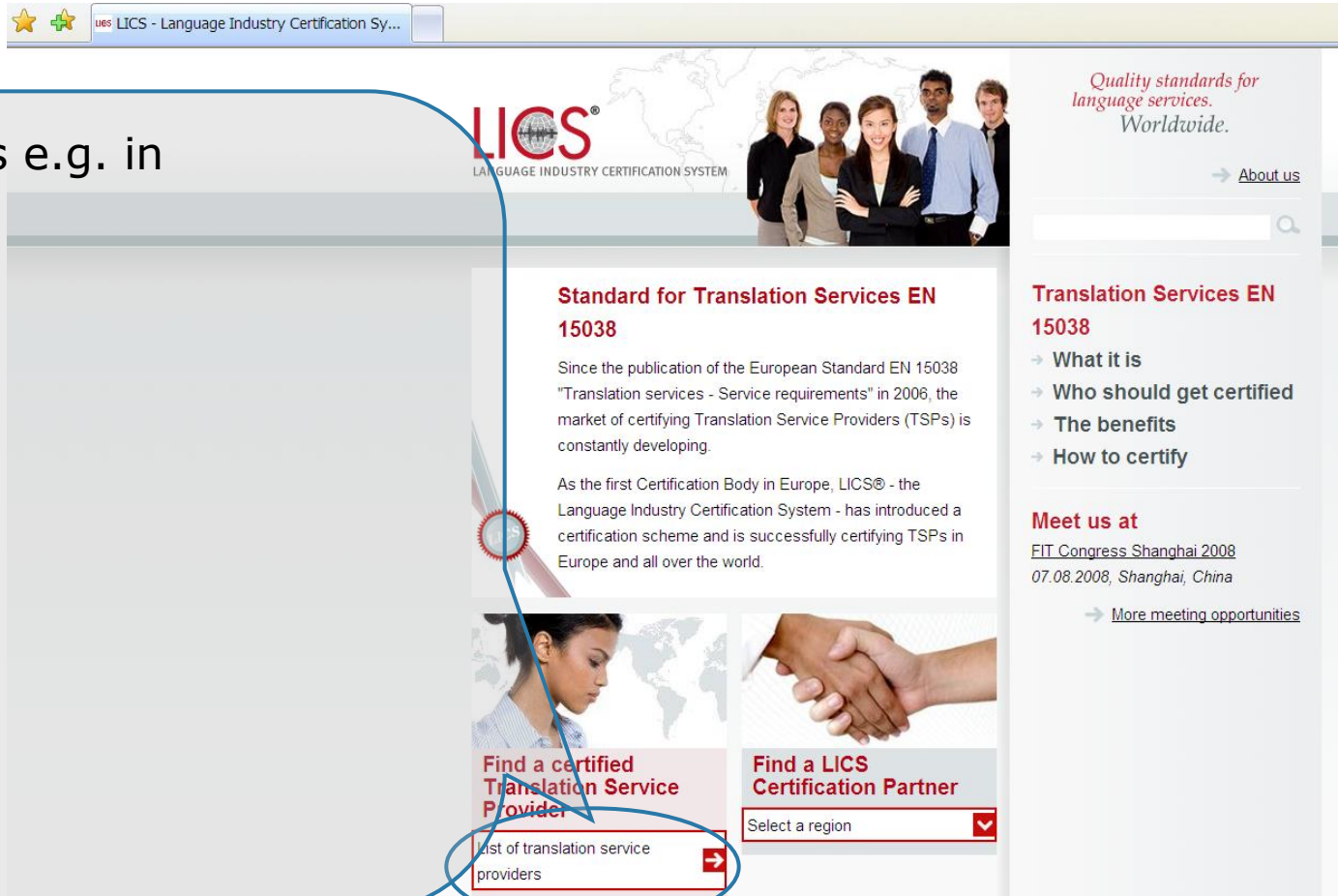
**Find a certified Translation Service Provider**

List of translation service providers →

**Find a LICCS Certification Partner**

Select a region ▼

# Language Industry Certification System®



The screenshot shows the LICS website interface. At the top, there is a navigation bar with a search box containing the text "LICS - Language Industry Certification Sy...". Below this is a header section with the LICS logo (a globe with "LICS" text) and a group of five diverse professionals. To the right of the header is a quote: "Quality standards for language services. Worldwide." with a link to "About us". Below the header is a main content area with a search bar. The main content area is divided into several sections: "Standard for Translation Services EN 15038" with a detailed description of the standard and its development; "Translation Services EN 15038" with a list of links: "What it is", "Who should get certified", "The benefits", and "How to certify"; "Meet us at" with information about the "FIT Congress Shanghai 2008" held on "07.08.2008, Shanghai, China" and a link to "More meeting opportunities"; and two buttons: "Find a certified Translation Service Provider" and "Find a LICS Certification Partner". Below the "Find a certified Translation Service Provider" button is a link to "List of translation service providers" with a right-pointing arrow. Below the "Find a LICS Certification Partner" button is a dropdown menu labeled "Select a region".

## LICS® clients e.g. in

- Austria
- Germany
- Croatia
- Belgium
- Bulgaria
- Slovakia
- Canada
- Egypt
- ...

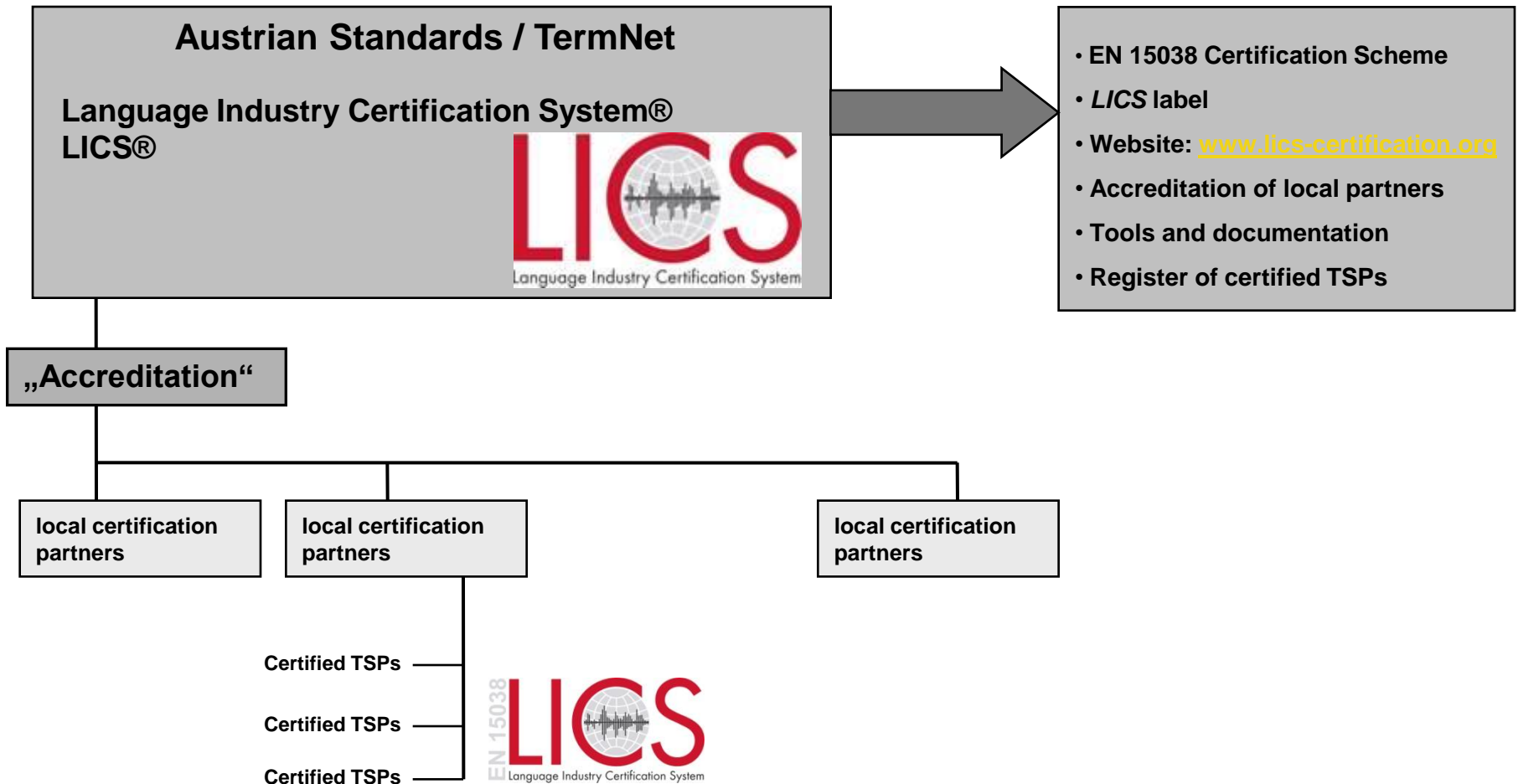
# Language Industry Certification System<sup>®</sup>

## ■ What does LICS offer:

- EN 15038 certification scheme for TSPs
- joint certification schemes (EN 15038 together with regional, national standards, e.g. Canadian Standard CGSB 131 on TSPs)
- testing according to SAE J 2450 „Quality Metric for Language Translation“
- Training programmes on QM in translation services
- Training programmes for auditors (EN 15038)



# Language Industry Certification System®



# LICS EN 15038 Certification

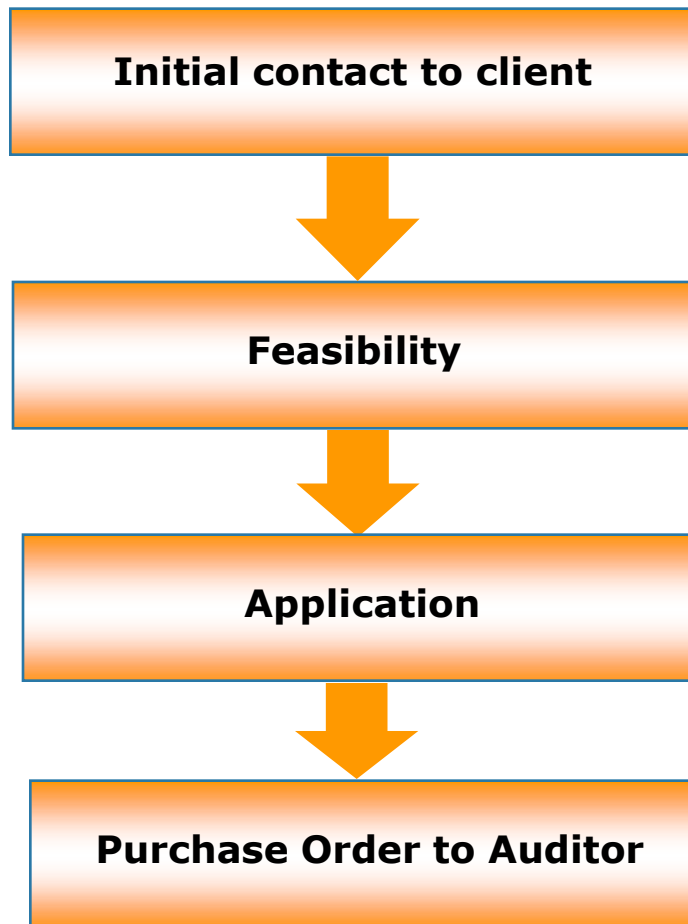


# LICS EN 15038 Certification

The LICS **certification scheme** specifies “test” procedures to certify TSPs.

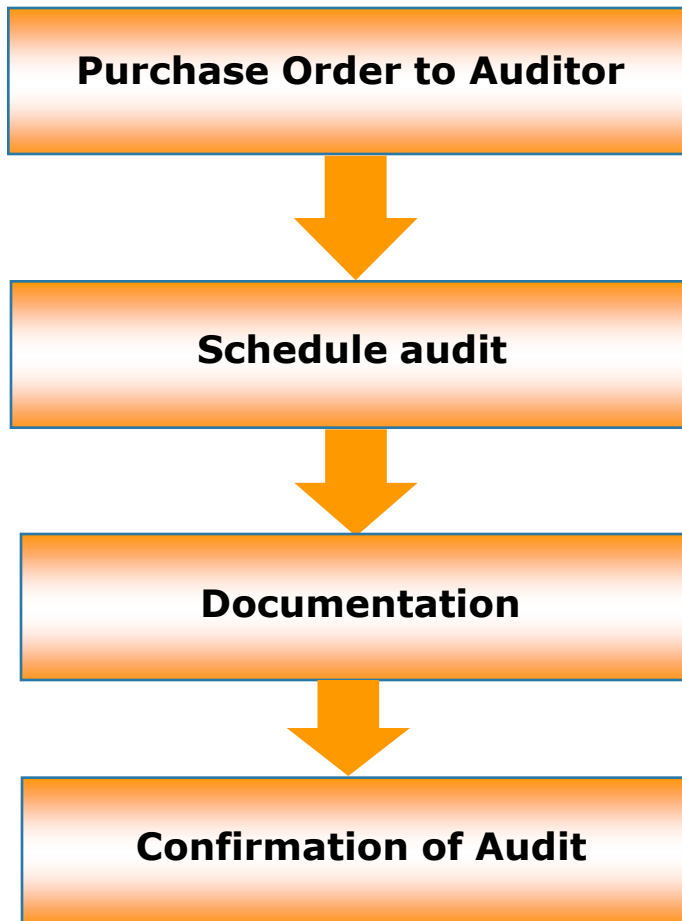
- How to apply for certification
- Documentation to be prepared by the applicant
- Specification for the audit
- **Compliance criteria**
- Specifications regarding the certificate
- Requirements for the Lead Auditor

# Preparation



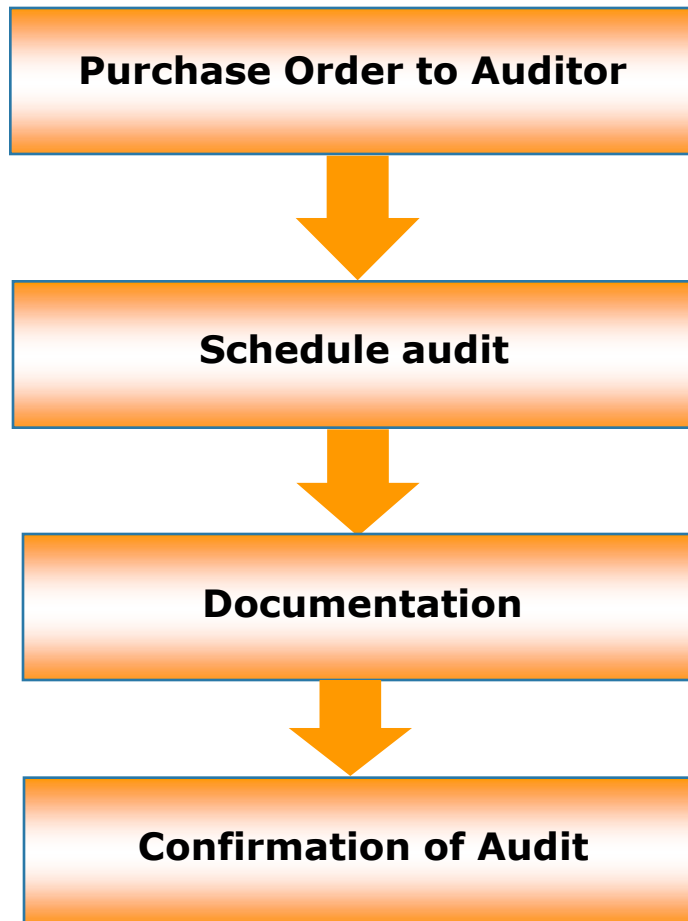
- **Via Certification Body**
- **Via auditor**
  
- **Certification Body / auditor in collaboration with client**
  
- **By means of LICS Application Form**
  
- **Framework contract or**
- **Case by case contract**

# Preparation



- **Framework contract or**
- **Case by case contract**
  
- **Certification Body / auditor in collaboration with client**
  
- **To be filed by client**
  
- **Details of audit to be specified**

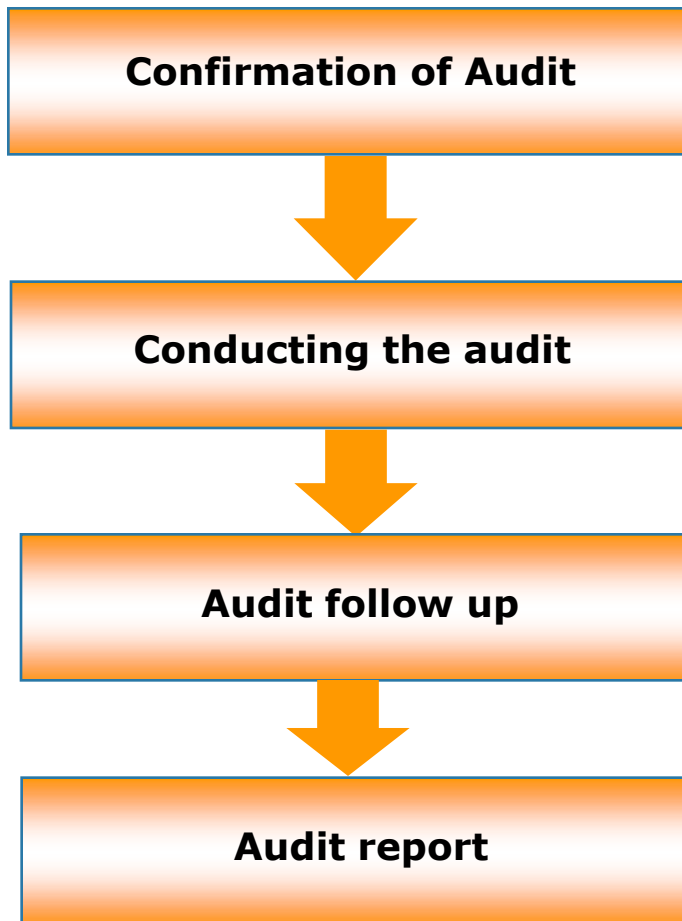
# Preparation



## Documentation

- Content: see certification scheme
- shall be concise, describes TSPs procedures in principal (no details)
- to be sent by client **3 weeks** prior to audit
- to be reviewed by the auditor
- non-conformities shall be notified to the client by the auditor
- shall be a single PDF document

# Audit



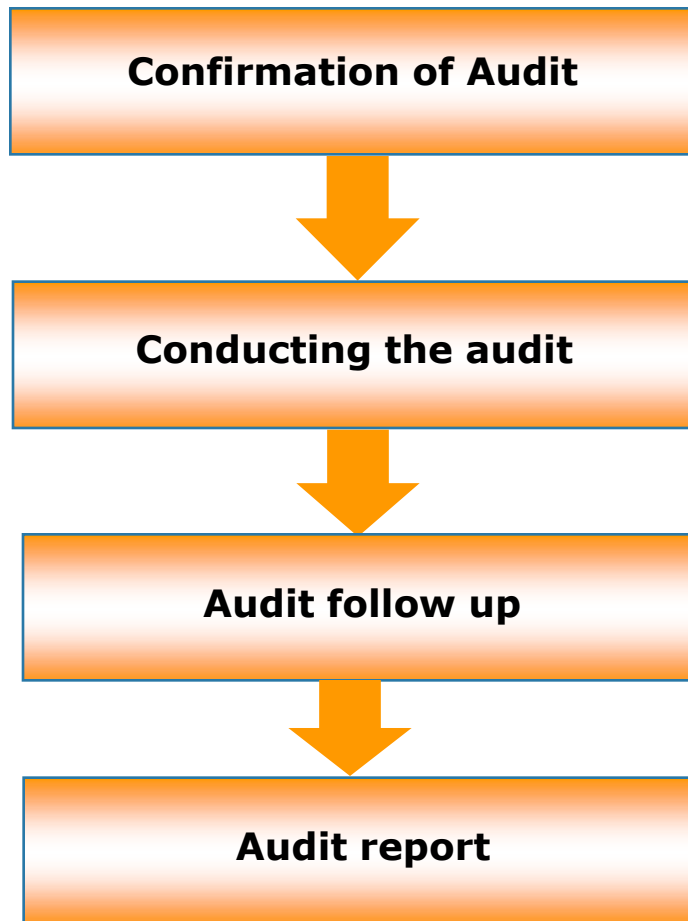
- **Details of audit to be specified**

- **On Site**

- **To be specified by the auditor in consensus with client**

- **Submitted by auditor to CB for decision on and issue of the certificate**

# Audit



## Audit

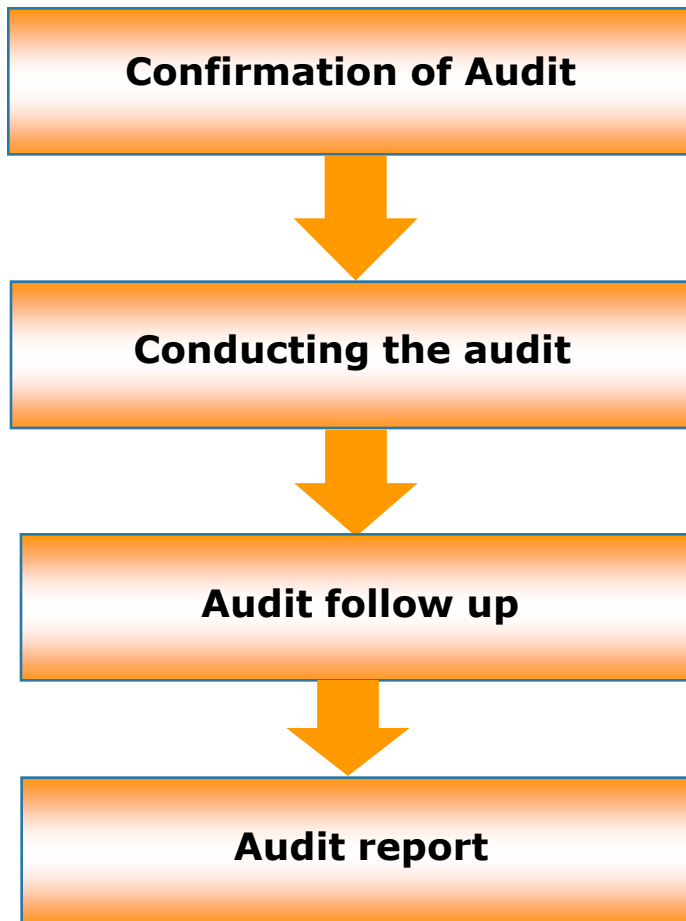
- systematic, independent and documented process for obtaining **audit evidence** and evaluating it objectively to determine the extent to which the **audit criteria** are fulfilled

### Compliance criteria: ¶

- The service provider has defined criteria for the selection of translators, revisers and reviewers. ¶
- The service provider takes measures to assess the selected translators. ¶
- The qualifications of the selected translators meet at least one of the following formal requirements: - ¶
  - formal higher education in translation (recognized degree); ¶
  - equivalent education in any other subject plus a minimum of two years of documented experience in translation; ¶
  - at least five years of documented professional experience in translation. ¶



# Audit

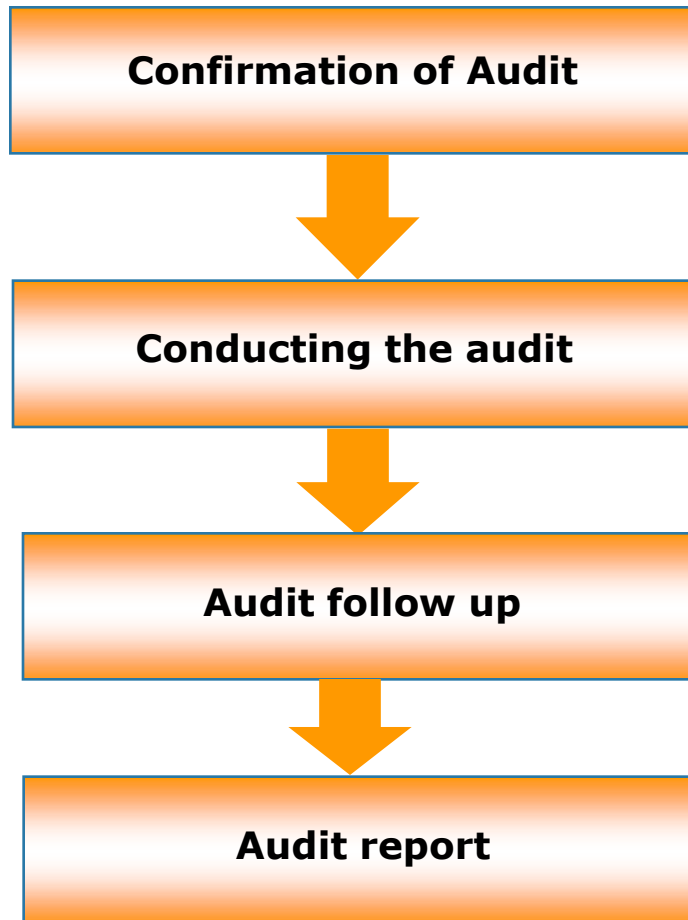


## LICS® EN 15038 auditor

- Formally trained auditor
- Experienced in the language services field
- knowledgeable of EN 15038



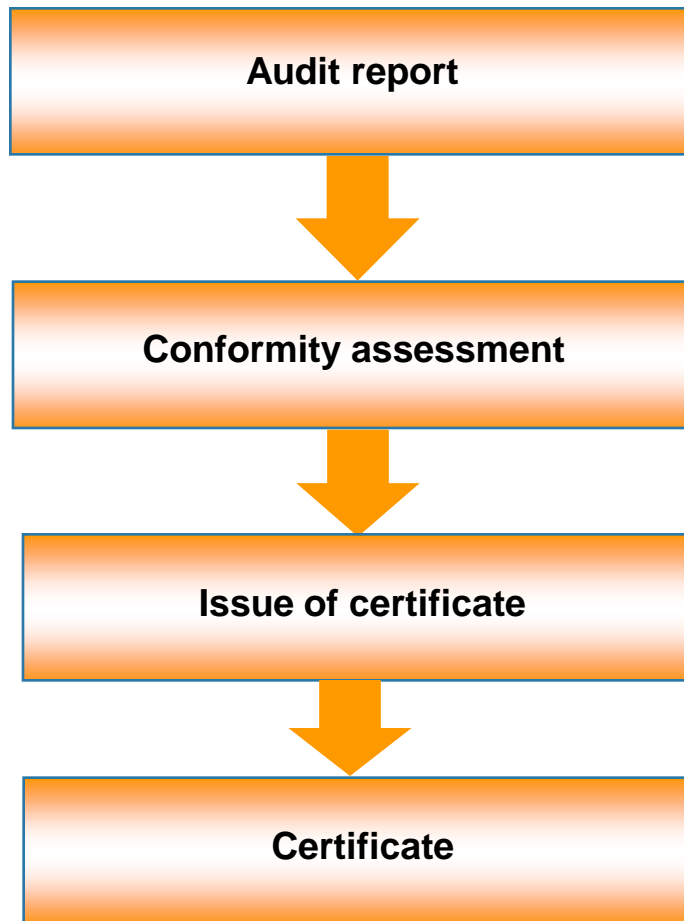
# Audit



## Conducting the audit

- Opening meeting
- Discussion of procedures
- Collecting and verifying information
- Generate audit findings
- Prepare audit conclusions
- Conduct closing meeting
- Duration: 5 h on average

# Certification



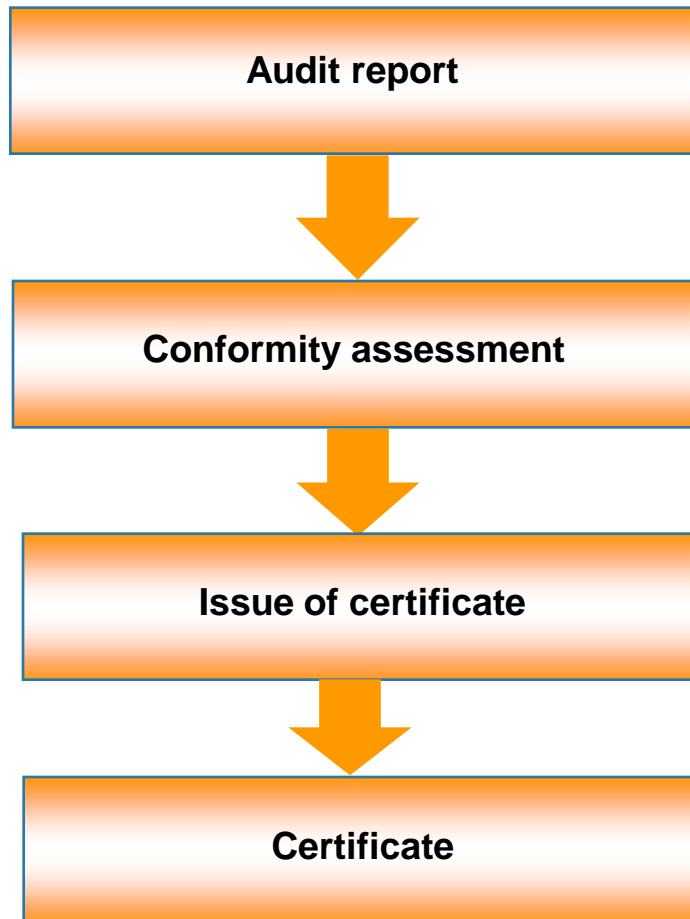
- Submitted by auditor to CB for decision on and issue of the certificate

- Audit report reviewed by qualified CB personnel

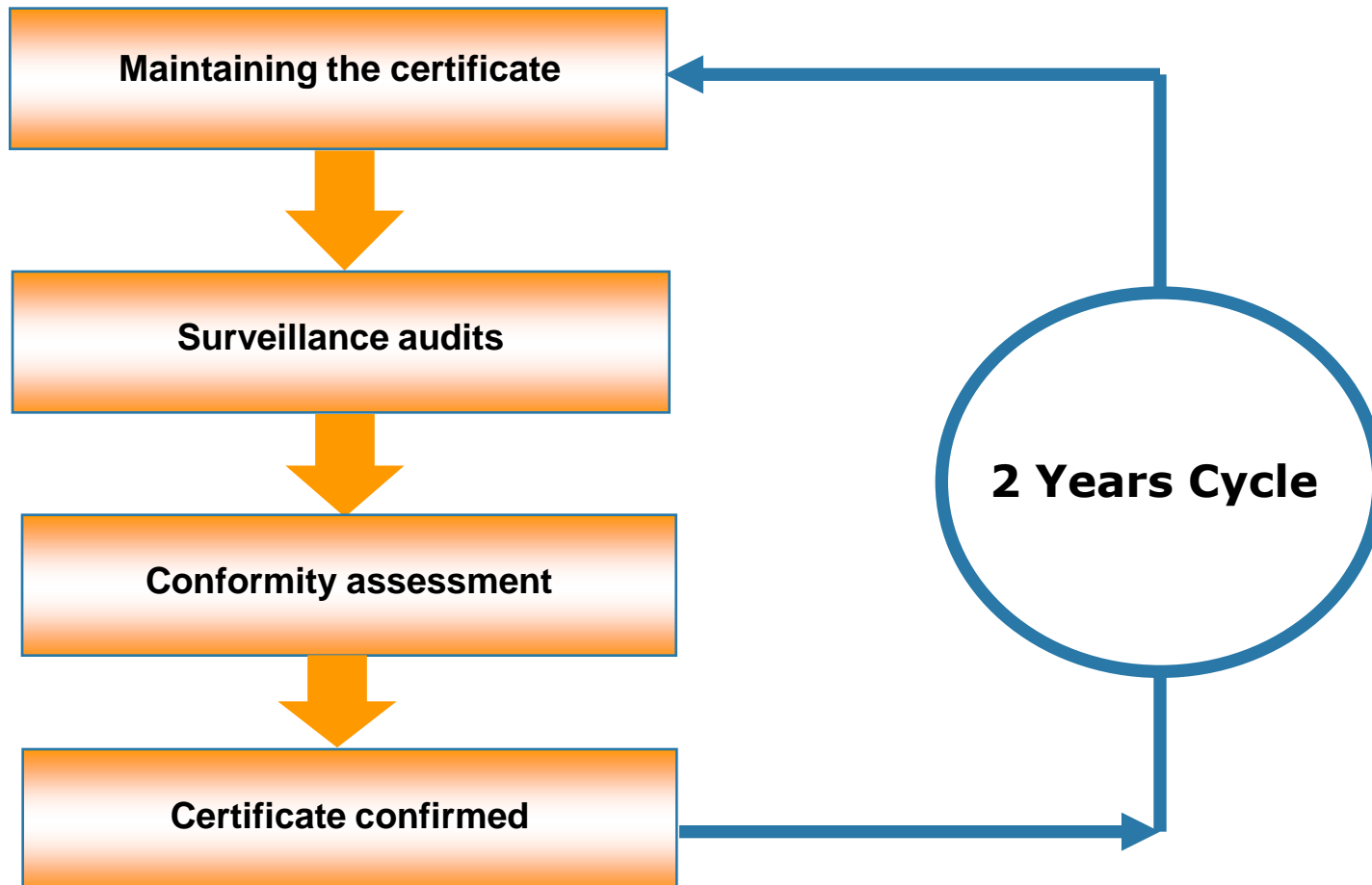
- Decision taken by Head of CB

- Submitted to the client by CB

# Certification



# Surveillance



# Summary

- EN 15038 specifies requirements for translation service providers
- It is not a standard for certification of individual translators
- Increasing demand for certified translation services
- LICS® EN 15038 offers affordable certification (SMEs, “one man band”-companies)
- Certification comprises
  - documentation,
  - initial audit(s) and
  - re-audits (2 years cycle)

# Quality Standards

- The professional translator has a responsibility for
  - the adequacy of the translated text and
  - its suitability for the client
- This requires:
  - competence (linguistic and cultural)
  - ethical behaviour, and
  - procedural appropriateness.

•[© Prof. Roger T Bell]

# The EN 15038 Standard





# Summary

- EN 15038 specifies requirements for translation service providers
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  - documentation,
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  - re-audits (2 years cycle)

# Thank you for you attention !

Any questions?

■ Please contact:

- [peter.jonas@as-plus.at](mailto:peter.jonas@as-plus.at)
- [gsauberer@termnet.at](mailto:gsauberer@termnet.at)

[www.lics-certification.org](http://www.lics-certification.org)