

CHL STANDARD QUALITY PROCEDURES

CHL Standard Quality Procedures not only conform to the ISO standards but are also compliant to the International Standards for Translation and Language industry EN 15038.

Project Manager Controls

Project study, proposal, evaluation and confirmation:

- Verify the authenticity of the client / project.
- Check the file for completeness, format, layout and version.
- Get the checklist verified with the client clearly indicating source files, document received.
- Estimate the delivery schedule considering the available spare capacity.
- Get the approval of the proposal from the client clearly indicating the mode of delivery, format, version, etc. of the project along with the terms and conditions that may include financial clauses list total costs, advance required, period of credit, etc.
- Get the Purchase Order from the client accepting the various clauses of your proposal.
- Identify the personnel both in-house and independent contractors, if any, who would be involved in the project as per the requirements of the project.
- Ensure agreement on issues relating to confidentiality, copyrights and ownership.
- Verify the availability of resources at each stage of project.
- Prepare schedules for each process stage in relation to the final delivery schedule.

Translation quality control processes are enumerated below:

1 Translation Controls

For quality results the **translator** should

- be a specialist in the text involved.
- be a specialist in the language combination.
- be a professional with academic qualifications.
- have necessary skills, experience.
- be a native resident of the country of the language.

2 Checking Controls (by the translator)

- Use of client and subject specific glossary.
- Use computer based proofing tools.
- Use of computer aid translation (CAT) software.
- Ensure layout / graphic synchronization.
- Compare the translation with source text manually.

3 Revision Controls (Editing by Second translator)

- Verify translation and compare with source text.
- Verify layout and graphic synchronization.
- Verify stylistic, tone and nuance issues.
- Create and update terminology bank.

4 Review Controls (by domain expert of Client's choice)

- Review the translation from industry perspective.
- Ensure use of industry specific glossary.
- Terminology research, update and implementation.

5 Proof Reading Controls (Re-localization by linguists)

- Verify cultural localization issues like numbers, currency, date, time, etc.
- Verify sensitivity issues relating to graphics, music and designs.
- Verify File-naming and coding conventions.

6 Project appraisal and feedback (by Project Manager)

- Use and update translation memories.
- Build and share glossaries, terminologies, translation memories based on subject and clients.
- Build and update style guides for translation in different languages for each client / project to ensure accuracy and consistency of style, tone, etc.
- Request for feedback.

QUALITY STANDARD FLOW CHART

