

10-Step Quality Assurance Process

Ensuring High Quality Professional Translation

All translation projects undergo a multi-layered process of checks and reviews in order to ensure the highest degree of quality. Over the years, we've developed a 10-Step Quality Assurance process that enables us to deliver spot-on translations and the highest quality output.

Step 1: Project Review

The Project Manager (PM) completes a review of the overall scope of the project:

- **Task analysis** - review of the overall scope of the project: timeline, requirements, files, final file delivery and etc.
- **Project planning** - customize translation process workflow based on your specific needs
- **Information sharing** - make sure all team members understand the process and know what is expected in each step

Step 2: Translation Preparation

Placing focus on quality at the front-end with a proactive approach before starting the translation you multiply your savings by the number of languages you plan to translate into. Preventive quality control includes:

- The preliminary research and collection of reference files, making them available to our translators
- Reviewing source files clarifying confusing text, cleaning and streamlining existing content
- Cleaning up or recreating the source file in order to process the well-formatted documents through TRADOS
- Development of translation guidelines and detailed instructions for translators

At the end, you will not only have higher quality translation, but also a better source text. We will ensure that the value you have created with your brand is effectively communicated in your target content so that your final product is of the highest quality.

Step 3: Glossary and Style Guides Development

The glossary is the key to ensuring the highest levels of quality and consistency and is constantly updated during all future projects. Any of your suggestions for translating certain terms will be immediately incorporated into the glossary and used for future translations.

Moreover, style guides and checklists are important parts to maintain your brand's image and ensure your product's success in an international market. They will be developed by our dedicated project manager and followed by both the translators and internal staffs on your projects.

Step 4: Translation

The most important determining factor of translation quality is the expertise of the translators. At this stage, the Project Manager places the translation with an appropriately qualified and experienced target language translator, based on the content and translator's subject matter expertise. MAXSUN only

utilizes translators who are native speakers of the target language. The translator will translate the materials and return it to the project manager for review.

Step 5: Copy Editing

All initial translations are reviewed by a second, and equally qualified, professional translator/editor to ensure the quality of the translation. Because language translation is a human endeavor, we're realistic about the fact that errors or stylistic differences may occur, regardless of how qualified a translator may be. That's why we have more than one set of qualified eyes review every translation, specifically targeting grammar, typography, word choice, etc.. Of course, translators' performances are evaluated and rated in our internal system.

Step 6: Translation Review

Once the editor has reviewed the initial translation, he/she incorporates the comments and submits them to the original translator. The original translator will use his/her discretion to accept or reject the suggested changes.

If a client asks to review the translation prior to formatting, we will ask them to track the changes in the submitted drafts.

Step 7: Formatting

Our desktop publishing team will precisely format each translation to match the original material, while also being sensitive to the audience's cultural nuances. Normally, we will format your translation with the same application that was used to lay out your source document. However, in some cases we may choose to use an application that is better suited to a target language's fonts and other requirements. Our Project Manager will work with you to ensure all our deliverables meet your requirements.

Step 8: Quality Control/Proofreading

After we have finished formatting your material, we will produce a mechanical proof to determine that:

- The layout matches the source language document
- The correct fonts have been used
- The headers and footers are consistent with the source language document
- Proper names are spelled correctly
- The pagination matches the source document and the text flows correctly
- All source language updates have been incorporated
- Margins, graphics and positioning are correct

Step 9: Final Translator Review

One of our in-house translators or the original translator will conduct a final review of your project to ensure that the text has been formatted correctly. He/she will verify that words have been hyphenated properly and nothing has been omitted from the text during the formatting stage.

Step 10: Final Check/Delivery

Your Project Manager will gather all the final deliverables, verifying that they meet your original specifications. He/she will make sure the layout, page numbers, proper names and other details match your source document one last time.

Our delivery schedule depends on the volume of material we're translating and the timeline we discussed with you during the project review. We can guarantee a specific delivery date if you discuss this with us upfront.

As a result of our emphasis on quality, the translations that we provide to our clients meet and exceed international quality standards, including those specified by the International Standard Organization (ISO 9001:2008).