



ASSET LANGUAGE MANAGEMENT LIMITED

Q U A L I T Y P R O C E D U R E S

Company objective

The Company aims to supply high quality translations of a merchantable standard, i.e. one that is accepted and paid for by the client.

We have a policy of continual improvement and recognise the benefits of operating our business in accordance with our own documented quality control system.

This documented quality control system will enable our company to maintain a structured and consistent approach to business, to maximise internal efficiency and maintain the very highest standards of customer care possible.

Our aim is always to achieve total customer satisfaction with the services we offer so that our customers continue to choose Asset Language Management as their preferred supplier and to confidently recommend our company to other potential clients.

Enquiries and Quotations

Verbal and non-verbal enquiries are recorded as an enquiry on our project management system. The information includes the name of the company making the enquiry, the date, contact name and any other relevant information.

Action is taken on quotations on the day of receipt.

Quotations will always be put in writing. Quotations given verbally over the phone, will be also be confirmed in writing.

A clear distinction is made between estimates and quotations.

Quotations will be given on the basis of the instructions given by the client. Any additional instructions may result in a revised quotation. We may also advise the client of the use of beneficial software, such as Trados.

A firm quotation can only be given on receipt of a definitive text.

Otherwise an estimate will be given and a firm quotation given on receipt of a definitive text.

Quotations and estimates will be based on the word count (character count in the case of Japanese, Chinese and Korean text) of the source language.

We will always ensure that there is an appropriate translator available to undertake, should the client decide to go ahead.

The client is quoted the best delivery date available at the time of the quotation. This delivery date may be subject to change if there is a delay in confirmation.

We ask the client for confirmation of acceptance in writing. Verbal acceptance will also need to be confirmed in writing.

Receipt of an Order / Job control

Procedure:

Contract Review

Upon receipt of an order, the following guidelines will be followed:

The Project Manager shall:

1. Establish whether the translation is for publication or for information.
2. Check that the document received is complete. If it has been sent by fax, check that all the pages have been received.
3. Assess the client's deadline to ensure it can be met. If it cannot, the client will be informed immediately and offered an alternative delivery date.
4. Read any special instructions given by the client.
5. Check whether there is any relevant reference material or if any specific glossaries need to be used.
6. Allocate an appropriate translator, selected either from our in-house team, our translation database, or from a pool of client-approved translators.
7. Contact the translator to confirm availability.
8. In the case of urgent translations, where it is necessary to use more than one translator, a lead translator will be appointed, to ensure that terminology throughout the text is consistent.
9. Enter the job information into the project management system and produce a job control sheet for each translator.
10. Send the document for translation, the job control sheet with job number, delivery information and any special instructions to the translator. The translator is asked to confirm receipt and to confirm that any special instructions have been understood and that the deadline can be met.
11. Each individual job will be registered in full on our system. This system monitors the progress of the project from start to finish, including any client Purchase Order and client instructions. The client's deadline is then monitored closely by the Project Manager using the project management system.

Assessment and Selection of Translators

It is our policy that translators are not entered onto our database unless they have been tested and approved first. This is our procedure, even if the translator is a member of a body such as the Institute of Translation and Interpreting or the Institute of Linguists.

Translators are asked to supply samples of previous work in their subject areas and will then be sent a short test piece of around 300 to 400 words, to translate in a subject-area relevant to their experience.

This is then independently checked by one of our existing approved translators.

If the translation is of a high enough standard, the translator will be included on our database, in the appropriate language and subject category.

We use full-time professional mother-tongue translators. In rare cases, when a very unusual language is required, it may not be possible to find a mother-tongue translator to undertake the assignment. The client would be informed of this prior to any work being carried out.

Some clients require test translations prior to working with us. We offer a short test translation of approximately 300 words free of charge. Once the client confirms that they are satisfied with the standard of a translator's work, he/she becomes one of their "approved" translators and this will be noted for future projects on the project management system. Approved translators will then be used for each project / assignment sent to us by the client in question, wherever possible. If one of their approved translators is not available, we will inform the client and offer the services of an alternative translator.

Translation Checklist

The process of producing a translation is a complex one. We have divided it into stages in the form of a checklist.

Correct use of the checklist will produce a translation that is of the required standard for the client.

Stage 1: Preparation

The intended use of the translation is to be established.

Stage 2: Basic translation

The basic translation should be a correct interpretation of the meaning of the original text. It should be logical and coherent. The terminology should be appropriate for the subject area and should be consistent.

Stage 3: Final translation

The final translation should read like an original text in the target language using a style and punctuation typical of that language.

Stage 4: Detailed checking

The details must be correct and the translation must be complete. Any corrections from the checking stage must be incorporated.

Stage 5: Administration

The translator is required to send the translation back in an appropriate format, as requested by the Project Manager.

Project Control

One Project Manager will be allocated as the principal controller of each project.

The Project Manager is responsible for the administration of the project. This includes ensuring that the translator is given full and appropriate instructions and that the translation is of the highest possible quality, in the time allowed by the client.

The Project Manager will also resolve any queries that the translator has, either with one of our experienced translators or with the client, in a timely manner to ensure that the project delivery is not unnecessarily delayed.

When the translated product is sent back by the translator, it will be checked for completeness and all figures will be checked for correctness, by the Project Manager.

The translation will then be proofread internally.

Once we are satisfied that the translation is of a high standard, it will be returned to the client using the method requested, i.e. via email.

Once it has been established that the client has received the translation, the Project Manager will then complete the job on the project management system, filling in all the necessary information. The job will then be ready for invoicing on the system.

Document Control

We run anti-virus software on a daily basis. This is upgraded every 6 months.

Documents and email are backed-up on a regular basis.

Server: Linux based Server for security reliability.

Backup Routine: Daily(4) rotational / Weekly (4) rotational / Monthly
(1) stored off-site

Backup Content: Crucial System Files, Client Documents, Work in progress
and all email.

Backup Device: Back up detachable caddy system, planned second off site server portability and recovery.

Client Confidentiality

We are aware of the importance of client confidentiality and will always be happy to sign a confidentiality agreement for any individual project.

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