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| **ANNEX I - INSPECTION & TEST PLAN** | **PREPARED BY** | **REVIEWED BY** | **APPROVED BY** |
| (TRANSLATING)Pg. 1 of 1 |  |  |  |

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| Process Activity | **QP Ref.** | **Acceptance Criteria** | **Inspection & Test Method** | **Frequency / Sample Size** | **Records Kept** | **Dept & Person Responsible** |
|  |  |  |  |  |  |  |
| Examination of translators’ language level |  | 1. Allocation of 2 graders for grading | 1. Grading by appointed senior translator | * 100% | * Web Resource Pool | * CEO * COO * Vendor Manager * Manager * Consultant |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Translator Evaluation |  | 1. Filling / giving feedback by customer | 1. Customer feedback | * Every project (whenever possible except for repeated customers) | * Customer Feedback / Complaint Form | * CEO * COO * Vendor Manager * Manager * Consultant |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Deliberation |  | 1. Meeting with staff | 1. Borderline cases are reviewed | * 100% | * Meeting Report | * CEO * COO * Vendor Manager * Manager * Consultant |
|  |  |  |  |  |  |  |