**紧急翻译解决方案（试行1.0）**

Emergency Translation Solution (Trial 1.0)

以客户为中心，为客户提供翻译解决方案，紧急翻译就是一项重要的服务。

Emergency translation is one of the most important services, which is customer-centered and provides translation solutions for customers.

紧急翻译具有两个特点：1. 量大，3、成单率高，2. 绣球作用。根据业务伙伴反应，紧急翻译客户满意度高，回头率高，所以紧急翻译还具有杠杆能力。

Emergency translation has two characteristics: 1. large quantity, 3. high single rate, 2. Hydrangea function. According to the response of business partners, emergency translation has high customer satisfaction and high rate of return, so emergency translation also has leverage ability.

但是，紧急翻译考量我们的边际能力，能不能搞定紧急翻译，关键看项目经理的统筹和调度。强大的项目管理能力，是客户经理拿单的底气。

However, emergency translation considers our marginal competence. Whether we can succeed in emergency translation depends on the overall planning and scheduling of project managers. Strong project management ability is the basis for customer managers to take bills.

* 紧急翻译的界定

Definition of Emergency Translation

定义：系统以价格作为区分，只有单价定价在500元以上的才视为紧急翻译，作为缓冲，刚开始可打折：

Definition: The system is distinguished by price. Only when the unit price is over 500 yuan, it can be regarded as an urgent translation. As a buffer, it can be discounted at the beginning.

紧急翻译提高至500元每千中文字，业务可以打95折，审批后可以打到9折，即还是450元，以作为平稳过渡。

Emergency translation can be increased to 500 yuan per thousand Chinese characters, business can be discounted 95%, after approval can be discounted to 9%, or 450 yuan, as a smooth transition.

为了达到简单、可行的效果，结合实际情况，紧急翻译解决方案现阶段针对专业级，标准级目前业务量还不是很大，且标准级项目，必要时将给出标准级文件的紧急翻译解决方案，也可参考本方案。

In order to achieve a simple and feasible effect, combined with the actual situation, emergency translation solutions for professional level, standard level business is not very large at present, and standard level projects, if necessary, will give emergency translation solutions for standard level documents, can also refer to this program.

* 内容如下：

The contents are as follows:

1. 项目经理奖励：

Project Manager Award:

按毛利润提成，大致相当于业绩提成的4%左右

A gross profit commission is roughly equivalent to about 4% of a performance commission.

毛利润 = 到账业绩 - 翻译费用（译员费用+审校费用+排版费用等） - 税费 - 25%的运营费用

Gross Profit = Achievement on Account - Translation Cost (Translator Cost + Revision Cost + Typesetting Cost, etc.) - Tax - 25% Operating Cost

毛利润大概是到账业绩的30%，提成比例为毛利润的12%

Gross profit is about 30% of the book-arrival performance, and a percentage of gross profit is 12%.

测算：

Calculation:

例如到账业绩为100元，毛利润则为35元，则项目经理可获得4.2元的提成奖励

For example, the project manager can get a commission reward of 4.2 yuan if the performance on account is 100 yuan and the gross profit is 35 yuan.

注：在现有模式下，不借助系统，项目经理发现译文重复，这种情况下，项目利润会大大高于30%， 那么项目经理仍然按实际利润的12%提成，享受溢价收益。比如：项目经理发现某个香港章程以前做过，基本不需要翻译；那么毛利润是70元，则可提成8.4元。

Note: In the current model, without the help of the system, the project manager finds the translation duplication. In this case, the project profit will be much higher than 30%, so the project manager still enjoys the premium income at 12% of the actual profit. For example, the project manager finds that a Hong Kong constitution has been made before and does not need to be translated at all; if the gross profit is 70 yuan, it can be deducted to 8.4 yuan.

1. 项目经理的财权：

Project Manager's Financial Rights:

对紧急翻译，项目经理可以给译员和审校加成，以上浮30%为标准，若大于30%但不超过50%，则不需要请示。

For emergency translation, project managers can give translators and reviewers a bonus. The above 30% is the standard. If it is more than 30% but not more than 50%, there is no need to consult.

1. 审校：

Proofreading:

看时间情况，能标审则标审；没有时间则点审

According to the time, if the bidding is possible, the bidding will be examined; if there is no time, the bidding will be examined.

1. 工作安排

Work arrangement

为了减少沟通时间成本，优先选择专职翻译、审校同学，尤其是在任务重派单压力较大时，可通过公司层面进行统一协调，包括加班，全员每月都有至少加班一次的任务，具体措施公司后续补充。

In order to reduce the cost of communication time, priority should be given to full-time translators and proofreaders. Especially when the pressure of task reassignment is high, it can be coordinated through the company level, including overtime. All staff have at least one overtime task every month. Specific measures should be taken to supplement the company.

1. 质量内控标准：主要意思到位的前提下尽量优化

Internal Quality Control Standard: Optimize as far as possible on the premise that the main idea is in place

紧急翻译做的是服务，紧急翻译客户的关注点集中在核心术语与低错两个方面，因此需要做好细节：

Emergency translation is service. Emergency translation focuses on two aspects: core terminology and low-error. Therefore, details need to be done well.

1. 大文件配术语表；b. 不得有低错

Large documents with glossary; B. No low error

客户经理若发现没有配术语表，可以要求项目经理进行处理。

If the customer manager finds that there is no glossary, he can ask the project manager to deal with it.

系统上有QA检查，客户经理可以运用QA功能做最后检查，发现问题交给项目经理处理。

There is QA check on the system. The customer manager can use QA function to do the final check, and find the problem to be handled by the project manager.

1. 售后：优质售后

After-sales: high-quality after-sales

客户往往在拿到译文后急于办事，希望尽快定稿，但因为时间紧迫，可能有些地方不周。

Customers often rush to get the translation and hope to finalize it as soon as possible, but because of the time constraints, there may be some inadequacies.

交稿时可以告知客户售后有任何需要，随时联系。

When submitting manuscripts, you can inform customers of any needs after sales, and contact them at any time.

因此紧急翻译的售后服务重点在于让客户放心。

Therefore, the focus of after-sales service of emergency translation is to reassure customers.

项目小组的全体成员都要有高度的服务和团队意识，完成优质售后。

All members of the project team should have a high level of service and team awareness to complete the high quality after-sales.

本方案将于2019年6月1日起开始执行，试行时间为2个月，可随时更新优化。

The scheme will be implemented on June 1, 2019. The trial period is 2 months. It can be updated and optimized at any time.