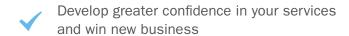
Deliver consistent high-quality translation services

By choosing to implement ISO 17100 you will be creating the processes you need to deliver a consistent and high-quality service from start to finish, giving your translation service a competitive edge and ensuring customer satisfaction.

With ISO 17100 your business can:





✓ Deliver a more reliable and consistent service

Demonstrate your commitment to meeting your clients' needs

Principles of ISO 17100



Leadership

- Who will set objectives?
- What responsibilities do key personnel need?



Planning

- How will you achieve your goals?
- How will you prepare for the provision of translation?



Support

- Do you have the resources you need to achieve your goals?
- How will you document and communicate them?



Operation

- How will you quote for work?
- How will your team translate work?
- What processes do you need to proofread, revise and verify your work?



Evaluation

How will you measure, monitor, analyse and evaluate your business' performance?



Improvement

 How do you document process reviews and ensure the right improvements are made?

With guidance and support from our expert consultants you will be able to develop and implement a management system that grows with your business and helps you to achieve your translation service objectives.