

Why ISO 17100?

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:

- ✓ Improve communication with your customers for greater customer satisfaction
- ✓ Develop greater confidence in your services and win new business
- ✓ 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.
