



Top Management and the team of TransNet.

“Global Recognition Guideline for Translation Service Providers”



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Introduction

By Dr. Mohamed-Ali Ibrahim



**Dear Business Owner / CEO / General Manager / General Director,
and Freelancer in the Translation Industry.**

After almost 15 years of experience working with people like you in the Translation Industry in connection with the EN (European Norms) and ISO Standards of the field, I can assure you that one of the main objectives business owners and directors of the industry plan to, is how to get reliable international clients.

Some business owners, directors, and even freelancers discovered international recognition through getting an international certification of the ISO standard. Many of my clients have been certified according to the European Norm EN15038, and since 2015 according to ISO17100 for Translation Service Providers, ISO13611 for Community Interpreting Services, or ISO18587 for Post-editing of Machine Translation et. etc. The point is that those business owners knew how to send the message of trust to international clients, organizations, and institutions. As a positive side effect, they discovered how important the certification is internal, for the team members, for the market, authorities, and all other shareholders. It's simply proof of having a system according to the internal criteria to enhance that your professional knowledge and skills meet the highest standards.

A Certification Body, equipped with an ISO/IEC17024 accreditation, confirms that a candidate has been examined by a certification body, accredited in line with this standard, and confirms that your work cycles meet the international requirements. You then receive the ISO certificate. This certificate provides you with huge competitive advantages.

Please go through the information I gathered for you systematically to guide you, learn about the different ISO standards of the translation industry, open new international opportunities, and get valuable partnerships.

Please contact me, or even book a free strategic meeting with me.
Kind regards,

Dr. Mohamed-Ali Ibrahim
Expert in ISO Standards of the Translation Industry
<https://calendly.com/dr-ibrahim>



The ISO Standards of our field

ISO 21998:2020 Interpreting services – Healthcare interpreting

ISO 18841:2018 Interpreting Services requirements and recommendations

ISO 20771:2020 Legal translation – Requirements

ISO 13611:2014 Interpreting – Guidelines for community interpreting

ISO 20228:2019 Interpreting services – Legal interpreting – Requirements

ISO/TS 11669:2012 Translation projects – General guidance

ISO 18587:2017 Translation services – post-editing of machine translation

ISO 17100:2015 Translation services Requirements for translation services

ISO 9001:2015 Quality management systems – Requirements

Benefits of Certification to Your Organization/Customers/Staff

Having an ISO certification is important for business owners, agencies, or even translation departments because of its ability to enact growth, profitability, and cost savings. It shows the team members how to be more efficient and establish ongoing QMS standards for improvement and sustainable customer success. Based on the nature of operation each of the ISO Standards of the Translation, Interpretation, and Localization Fields shows a series of significant benefits:





Mr. Hasan Al-Qithawy, and Mr. Ammar ElGouhary, Top Management and the team of Elaph for Translation with Dr. Mohamed Ibrahim (middle).

Benefits to you:

- ✦ Ability to prove the company's capability to provide a quality service through a fully traceable system, ensuring case files are fully backed up and retrievable and that important work is not lost.
- ✦ Increase client base by being able to tender for contracts that require a recognized management system.

Benefits to your customers:

- ✦ Increases customer confidence and gives reassurance to the prospective clients that you follow a recognized specialist standard while undertaking their translation requirements.
- ✦ Provides assurance that you employ appropriately qualified staff – both interpreters and translators are qualified to undertake the task in a professional and effective manner to the latest industry standards.

Benefits to your staff:

- ✦ On-going staff development- the standard helps to ensure that staff and contractors follow a professional development program, keeping them update with the latest techniques and dialects.
- ✦ Heighten morale and motivation as employees have defined processes and procedures that result in a quality and consistent service being provided.
- ✦ Proves that they work for an innovative and forward-thinking employer.

The primary benefits to clients include:

- ✦ Top-notch quality assurance, with the minimum requirements set for translators, editors, and project managers.
- ✦ More confidence in the translation, interpretation, and localization output, since the transition and revision phases are each overseen by different translators.
- ✦ Agreed upon expectations that delineate the standard procedures of how the project will be managed.
- ✦ Confidentiality assurance because of the mandatory data protection requirement.
- ✦ Precise translations due to the rigorous guidelines.
- ✦ Retrievable files, with all work being fully traceable.

What are the advantages of certification?

01

Certification builds trust

An independent body certifies that your product, service, management system or employees meet the requirements of a specific standard and that their quality is continually monitored. This builds trust among your customers and differentiates you from your competitors. In invitations to tender certifications are frequently listed as a requirement, or they give your company an advantage.

02

Evidence of the high quality of your products/services

Certification implies high quality. When you hold a valid certificate issued by an independent body, you demonstrate the high quality of your products and services to your customers and business partners.

03

Opening new markets

Certification can also help you access new markets, win new customers and use alternative sales and marketing channels. By applying standards and obtaining certificates according to them, you benefit from internationally comparable benchmarks in times of globalization.

My Coaching Services



Consulting Sessions covering all ISO Standard Requirements in Translation/Localization fields

System Introduction, Implementation, and Applying of the mentioned Translation/Localization ISO Standards.

Our consultant team will work with you to create the needed documentation that is easy to use and, above all, meets your needs and the needs of your customers to fulfill the specific ISO Standard Requirements. Through the targeted recording of your business processes, problem areas, and weaknesses, we discuss the points at which you must work or need training, or even GAP Analysis, etc., and in which areas you are already well-positioned. Together, we develop measures that can bring you a step forward year after year. This guarantees continuous improvement in accordance with the ISO standards.



Through targeted preparation work, training, and workshops, we will show you how to progress steadily through your system to pass the Certification Audit easily. At the end of your consultation, you hold a complete system in your hands with which you can cope in everyday life.

Preparation for the certification audit according to the specific Translation/Localization ISO Standard:

As part of our workshops, our consultants explain what you exactly need to consider during the Certification Audits and prepare the company documentation and the team member specifically for the certification body's audit. However, should anything go wrong during the audit, we will assist you in processing the identified deviations, if any.

The success rate is very high due to this targeted preparation, and it is very unlikely that you will fall through the certification audit.

We recommend and work only with certification bodies that are also accredited by a state-accredited body.

Of course, even after successful certification, it is important to continue the system documentation. As professional consultants, it goes without saying that we also look after our customers throughout the year and support them with open questions and all needed means. We are always here for you and are also happy to provide you with an external quality management representative who will help you anytime with the implementation of your system problems.



Top Management and the team of Vinnell Arabia, KSA.

Certification Services

Certification services explain certification audit and obtaining the ISO certificate in the desired discipline

We offer:

- Organizational System Certification, and
- Professional Individual Certification

01

Organizational System Certification

Certification is a valuable fact to deliver the proof by illustrating that your services meet client desires and fulfill specific requirements. For a few businesses, certification may be a legitimate or legally binding requirement. In about all corporate, certifications make a better level of security, confidence, and increment performance. Our auditors have the specific Translation/Localization knowledge plus the principles of an optimal management system which, besides, they are well-trained to deliver an added-value service focusing on considering the client requirements and enhancing the performance.

TÜV AUSTRIA is our certification body and partner, headquartered in Vienna, Austria, providing management system certification

services to the Translation/Localization & service sectors all over the world.

TÜVAUSTRIA auditsthemanagementsystems of the customer organization to determine compliance with the relevant standards and to provide value-added reports to encourage both corrective actions (if necessary) and opportunities for improvement. The portfolio of our certification services includes the

Our hands-on and friendly audit team gains a deep understanding of your business in the first stage, its strategic direction, context, risks, and the service delivery processes to ensure a customer-centric perspective for the benefit of customers, employees, and broader stakeholders.

The procedure of an ISO certification

The process of certification by TÜV AUSTRIA follows a clear plan. On this page, we will introduce you to the steps you need to take to get you to the certification audit and obtaining the ISO certificate in the desired discipline.

Step 1: Initial audit Part 1

System check and start requirement

In the first step of the process of certification, your TÜV AUSTRIA auditor considers the structure of your management system, the manual in the form you deliver, the process landscape, and the sequence and interaction of your processes.

In discussion with your management, they let us know about the orientation of your company, and we develop a thorough understanding of the strengths and weaknesses of your organization. This is how we identify the potential for improvement that offers you a real competitive advantage. In addition, we look at your (preliminary) Management Review and your internal audits. In conjunction with the corporate goals, we take this information into account in the next audit step.

After closing this step and gaining a deep understanding of your processes, procedures, and work instructions, we will determine the further course of the audit with you. You can fix potential vulnerabilities until the next audit step.

Step 2: Initial audit Part 2

Practical implementation: In the second step of the certification process, we audit how you have implemented the requirements for your management system. At a certain audit scope, we will put together a suitable auditing team. You will learn about this from us in advance so that you can plan accordingly,

In the beginning, we interview the management. Current issues flow directly into the audit. We then audit the parts of the management system that provide basic information. We will look at the practical application on-site.

Finally, we provide you with a comprehensive audit report with a summary for your management. If there are no deviations, you will receive an internationally recognized certificate that is valid for three years. If deviations are detected, they must be appropriately processed so that you receive your certificate after the re-audit.

Step 3: Surveillance audit

Maintaining the certification

At the latest twelve months after completion of the initial audit, an audit of parts of your management system will take place. Shorter intervals of nine or six months are possible. Finally, you will again receive the audit report with a summary for your management.

TÜV AUSTRIA Tip: The Surveillance audits should primarily serve your company. Your auditor will focus on critical issues such as customer satisfaction or the impact of your management system on your business results. Their goals, as well as current issues, are central to the audit process.

Step 4: Last Surveillance Audit / Focus audit

Your future planning

In the last audit before the recertification (focus audit), we bundle the results for your management: How has your management system developed since the initial audit? What progress has been made? In doing so, we take the focal points of your corporate strategy into account.

The results for future planning are considered in the audit planning. On this basis, you can successfully start a new certification cycle (recertification) over three years. The certification process starts again.

The Workflow of our certification process:

- ✨ Application – tell us what you need, and we review your application and approve
- ✨ Proposal & Contract – we give you a proposal detailing the cost and time involved in a formal assessment.
- ✨ Meet your assessment team – we assign you a dedicated Customer Relations Responsible.
- ✨ Pre-Audit – optional pre-assessment identifies any omissions or weaknesses that need resolving.
- ✨ Audit – this comprises a number of stages, depending on the chosen standard.
- ✨ Certification – issues the international ISO Certificate, clearly outlining the scope of your certification.
- ✨ Compliance – Customer Relations Responsible will carry out ongoing assessments to support your continual improvement activities.

Target groups:

- ✦ Board directors
- ✦ Managers
- ✦ Translation/Localization ISO Standards practitioners
- ✦ CEOs
- ✦ Translation/Localization ISO Standards quality auditors
- ✦ Consultant Etc.

Keep in Touch

support@translationstandards.net

Or

Arrange for a virtual meeting with your Senior Lead Auditor, Dr. Mohamed-Ali Ibrahim.
One-hour free of charge for a Strategic Meeting:

<https://calendly.com/dr-ibrahim>

Your Senior Lead Auditor
Dr. Mohamed-Ali IBRAHIM

