ISO 17100 AND BEYOND
RAISING THE PROFILE OF THE TRANSLATION INDUSTRY WITH ISO STANDARDS

RAISA MCNAB, ATC'S LEAD ON STANDARDS
ITI SWATI DAY 2 JUNE 2018
INTRODUCTIONS

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- ATC Council’s Lead on Standards, member of ATC commenting group on ISO standards
- MA in English & French Translation, University of Turku
- Member of Finnish Translation Industry Professionals KAJ
- Senior manager at Sandberg Translation Partners Ltd (STP)

Sandberg Translation Partners

- UK based translation company specialising in translation into and from the Nordic languages and English
- 125 staff, 70 in-house translators
- Certified to ISO 17100 and ISO 18587
ISO 17100 provides requirements for the core processes, resources, and other aspects necessary for the delivery of a quality translation service that meets applicable specifications.


Replaces and is based on existing European standard EN 15038.

For “TSPs”, not just “translation companies”
WHAT’S COVERED?

- Project management processes and workflows
- Translation and revision process
- Possible elements of translation service: translation & revision, proofreading, review
- Client-TSP communication and agreement
- Handling of materials and information
- Professional competence and qualifications of translators, revisers, reviewers and project managers
- Continuing Professional Development (CPD)
ISO 17100 TOC

Resources
3.1 Human resources
3.1.1 General
3.1.2 Responsibility for sub-contracted tasks
3.1.3 Professional competences of translators
3.1.4 Translator qualifications
3.1.5 Professional competences of revisers
3.1.6 Professional competences of reviewers
3.1.7 Competence of translation project managers
3.1.8 Recording regular maintenance and updating of required competences
3.2 Technical and technological resources

Pre-production processes and activities
4.1 General
4.2 Enquiry and feasibility
4.3 Quotation
4.4 Client-TSP agreement
4.5 Handling of project-related client information
4.6 Project preparation
4.6.1 Administrative activities
4.6.2 Technical aspects of project preparation
4.6.3 Linguistic specification

Production process
5.1 General
5.2 Translation service project management
5.3 Translation process
5.3.1 Translation
5.3.2 Check
5.3.3 Revision
5.3.4 Review
5.3.5 Proofreading
5.3.6 Final verification and release

Post-production processes
6.1 Feedback
6.2 Closing administration
5.3.1 Translation

The translator shall translate in accordance with the purpose of the translation project, including the linguistic conventions of the target language and relevant project specifications. Throughout this process, the translator shall provide a service conforming to this International Standard with regards to the following:

a) compliance with specific domain and client terminology and/or any other reference material provided and ensuring terminological consistency during translation;

b) semantic accuracy of the target language content;

c) appropriate syntax, spelling, punctuation, diacritical marks, and other orthographical conventions of the target language;

d) lexical cohesion and phraseology;

e) compliance with any proprietary and/or client style guide (including domain, language register, and language variants);

f) locale and any applicable standards;

g) formatting;

h) target audience and purpose of the target language content.

The translator shall raise any uncertainty as a query with the project manager.
Professional competences of translators
Translator qualifications
Professional competences of revisers
Professional competences of reviewers
Competence of translation project managers
Recording regular maintenance and updating of required competences
1.3 Professional competences of translators

Translators shall have the following competences.

- **Translation competence**: the ability to translate content in accordance with 5.3.1, including ability to address the problems of language content comprehension and language content production and the ability to render the target language content in accordance with the client’s TSP agr and other project specifications.

- **Linguistic and textual competence in the source language and the target language**: to understand the source language, fluency in the target language, and general or specific knowledge of text-type conventions. This linguistic and textual competence includes the ability to apply this knowledge when producing translation or other target language content.

- **Competence in research, information acquisition, and processing**: the ability to acquire the additional linguistic and specialized knowledge necessary to understand the language content and to produce the target language content. Research competence also includes experience in the use of research tools and the ability to develop suitable strategies for the use of the information sources available.

- **Cultural competence**: ability to make use of information on the behavioural standards, up-to-date terminology, value systems, and loci that characterize both source and target language contexts.

- **Technical competence**: the knowledge, abilities, and skills required to perform the technical tasks in the translation process by employing technical resources including the tools and IT systems to support the whole translation process.

- **Domain competence**: the ability to understand content produced in the source language and reproduce it in the target language using the appropriate style and terminology.
“The TSP shall determine the translator’s qualifications to provide a service conforming to this International Standard by obtaining documented evidence that the translator fulfils at least one of the following criteria:

a) has obtained a degree in translation, linguistics or language studies or an equivalent degree that includes significant translation training, from a recognized institution of higher education;

b) has obtained a degree in any other field from a recognized institution of higher education and has the equivalent of two years of full-time professional experience in translating;

c) has the equivalent of five years of full-time professional experience in translating.”
We are a serious industry with our own processes, tools, requirements and standards

Standards for the industry by the industry

And not only for translation companies

But also to promote and safeguard professional translators

Standards set the bar on basic requirements and quality expectations
OK FINE, SO WHO DEVELOPS THESE STANDARDS?

- National standards bodies
- Translation company associations
- Translator associations
- Liaison bodies: WIPO, EUATC, GALA
<table>
<thead>
<tr>
<th>Development Stage</th>
<th>Acronym</th>
<th>National Standards Body (NSB) action</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Work Item Proposal</td>
<td>NWIP</td>
<td>Ballot (NSB)</td>
</tr>
<tr>
<td>Working Draft</td>
<td>WD</td>
<td>Comment and decision ISO/CEN WG Members (NSB)</td>
</tr>
<tr>
<td>Committee Draft</td>
<td>CD</td>
<td>Comment and ballot (NSB)</td>
</tr>
<tr>
<td>Draft International Standard</td>
<td>DIS</td>
<td>Comment and ballot (NSB)</td>
</tr>
<tr>
<td>Final Draft International Standard</td>
<td>FDIS</td>
<td>Editorial comment and ballot (NSB)</td>
</tr>
</tbody>
</table>
BUT, YOU KNOW, IT’S A COMPROMISE

National standards bodies
Translation company associations
Translator associations
Liaison bodies: WIPO, EUATC, GALA
ATC's ISO Certification Service provides auditing and certification services to:

✅ Quality management standard ISO 9001:2015
✅ Translation services standard ISO 17100:2015
✅ Machine translation post-editing standard ISO 18587:2017

Translation industry external consultation services
Training webinars
ATC's ISO development news on public

CERTIFICATION SERVICE

ATC WEBSITE ON ISO STANDARDS:
HTTPS://ATCISO.ORG.UK/

KEEP INFORMED, GET INVOLVED!