
Company Profile

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ISO 9001 : 2000



ACP  TRADUCTERA

ACP Traductera Business Model

Managing Workflow

Our procedure for managing a translation order is the same whether the translation is performed in-house or by one of our selected freelance translators. If a project requires the use of several translators, the project manager is responsible for coordination of the team. In this case a database of terminology is normally built up and regular updates are given to all translators in order to ensure consistency throughout the project.

Order receipt

- § An order is received by the project manager.
- § The project manager responds to the client, confirming receipt of the order.
- § The project manager evaluates the order, confirms its acceptance, and establishes the deadline and price.
- § The order is entered into the database information system.

Order processing

The project manager

- § Saves the source text and related reference materials to the translation management system.
- § Assigns the translation to the most appropriate translator or the team of the most appropriate translators.
- § Communicates with the client and the translator throughout the duration of the project.
- § Gives the client regular reports about the progress of the translation.

The translator

- § Confirms that s/he has accepted the order
- § Translates the text, with the aid of any reference material or tools such as translation memories (TMs) provided by the client or by ACP Traductera, terminological glossaries, and reference texts
- § Consults with the project manager about the translation.
- § Returns the completed translation to the project manager.

The project manager

- § Performs the in-house quality check for completeness, formatting, numerals and spell-check and terminological glossary use.
- § Saves the target text to the translation management system.
- § Assigns the translation to a proofreader.

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The proofreader

- § Proofreads the text against the original, ensuring there are no mistranslations.
- § Revises the text for style, ensuring that there are no grammatical errors and that the language used is appropriate.
- § Consults with the project manager about the translation.
- § Returns the proofread translation to the project manager.

The project manager

- § Saves the proofread target text to the translation management system.
- § In case of CAT tools usage, upgrades and saves the translation memory to the translation management system.
- § Cleans files and saves the cleaned files to the translation management system.
- § Delivers the completed translation to the client.

Daily Capacity

We estimate a standard output of 2000 – 2500 source words per translator per day. For special projects or large orders we normally assemble a special team of translators and revisers led by a project manager who coordinates the individual jobs, monitors quality and deadlines, and communicates with the client.

ACP Traductera has invested significant resources in recruiting, testing and training linguists, IT specialists and project managers and as a result the ACP Traductera team consists of more than 1,000 translators, proofreaders, editors, QA specialists, project managers, localization engineers, and DTP specialists. Our quality assurance strategy ensures that:

Quality Assurance

Our translators

- § Translate in their mother tongue
- § Live and work in the target-language country
- § Have a university degree
- § Are qualified and experienced
- § Must pass strict, subject-related language tests
- § Are given feedback on each of their translation orders

Our proofreaders, editors and QA specialists

- § Are native speakers of the target language
- § Have either a linguistic or specialized background
- § Review each translation for accuracy, style, and grammar
- § Ensure the translated content flows and reads as if it had been written in the target language

Our project managers

- § Are fluent in written and spoken English
- § Are experienced in using a number of software applications incl. CAT tools
- § Manage the project from its very beginning to the end when the project is delivered to you
- § Ensure that all your requirements are fully understood and implemented
- § Supervise quality assurance and monitor deadlines

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Our localization engineers

- § Have many years of experience in managing large localization projects
- § Have experience with a wide range of localization tools
- § Control all the technical aspects of your localization project, from initial analysis to testing
- § Monitor and keep up with the latest IT developments

Our DTP operators

- § Have many years of experience in desktop publishing
- § Know how to use various graphics and publishing programs
- § Are responsible for all the graphic work of your project as layout, formatting, graphic localization

Data security

- § We regard all the information contained in your projects as confidential. All of our external translators, proofreaders, terminology specialists, and in-house staff have signed a confidentiality clause
- § We have a reliable back-up system and we back-up data on a daily basis.
- § We archive all your projects to make them available for you at any future time.
- § For antivirus protection, we regularly update the virus database of our antivirus program.

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ACP Traductera translators selection, verification and training process

Minimum requirements

Our translators

- Have to be native speakers of their target language
- Have to live/work in the target-language country
- Have to have a university degree
- Have to have 3 year translation experience at least

Our proofreaders, editors and QA specialists

- Have to be native speakers of the target language
- Have to have either a linguistic or specialized background

Selection process

Our selection procedure for freelance translation team is following:

1. ACP Traductera is contacted by a translator offering cooperation or ACP Traductera contacts a translator meeting our source/target language and specialization demands.
2. Translator has to fill in our on-line registration form for freelance translators and submit his/her university diploma.
3. Translator is asked to do a trial translation according to his/her field of expertise.
4. The trial translation is evaluated in independent QA process according to ACP Traductera internal metrics.

Translators whose trial translation meets our quality criteria on translation accuracy, terminology, target language grammar and style are entered in our translator's database. All translators sign a confidentiality and service agreement with ACP Traductera and they receive ACP Traductera Translator Packet. The Translator Packet provides information and rules of cooperation with ACP Traductera.

Verification process

In the first 6 months of cooperation, all translators are subjected to a quality verification which is performed after each 25 000 source words are translated. In the quality verification process, a text part consisting of 250 words is selected at random out of 3 different translation jobs. The selected texts are checked by independent translation provider experienced in QA.

After the first 6 months of cooperation, all translators are subjected to the same quality verification which is performed after each 250 000 source words are translated.

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ACP Tractera Case Studies

Translation and localization of healthcare device user guides

Client Leading producer of watches, alarm clocks and healthcare devices

Task

Target language: Czech, Slovak
Target format: Quark for Mac
Volume: 13,500 words per language

This order involved coordinating the translation and DTP of seven healthcare device user guides into two languages within a three-day delivery period. The source files were delivered in pdf format. The text, which related to heart rate monitor, was translated using Trados Workbench by translators with technical translation experience and reviewed by a medical specialist.

Preparation

For each target language, ACP Tractera set up a team of three appropriately qualified translators and one reviewer from its extensive translator database. Our DTP specialist had to extract the text from pdf files and prepare it for translation using Trados Workbench.

CAT tool

For this project ACP Tractera made use of TRADOS translation memory software. By “remembering” all the previous translations and reminding the translator how he translated a particular term before, this tool not only ensured absolute consistency of terminology within all seven user guides, but also contributed to significant cost savings and short turnaround, since it effectively meant the same sentence never had to be translated twice.

Desktop publishing

Our DTP specialist worked with the target texts in rtf files and the original pdf files, resolving font, formatting and layout issues to produce print-ready final Quark files with layout identical to the original English source.

Conclusion

ACP Tractera has a specialist DTP team and is ready to work over weekend and night to deliver high quality translations including professional DTP service. Leading on from this project, ACP Tractera has become the client’s regular supplier of translation services into Central and Eastern European languages.

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Translation of call center operator script

Client Leading hardware manufacturer

Background

Leading hardware manufacturer prepared a script for its call center operators to carry out a customer satisfaction survey.

Task

Target languages: Hungarian, Russian, Polish

Target format: Excel

Volume: 3,500 words per language

The client required translation of the script for its call centre operators. The dialog lines included html formatting tags and were prepared for translation in Excel format. The translators were asked to leave the html formatting language unaltered, but within the structure of the sentence.

Translation

For each target language, ACP Traductera selected appropriately qualified translators – native speakers experienced in work with tagged texts.

Review and testing

The translated texts were assigned to reviewers to adapt the translation to a natural speech production. The review was followed by html formatting language functionality test performed by our IT specialist who transferred the dialog lines to an html format to check whether all html tags were as functional as in the target text.

Conclusion

ACP Traductera provides translation and localization services with a strong focus on appropriate language use to make the target content available to the Central and Eastern European audience accurately and appropriately.

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Localization of marketing materials

Client International publishing house

Background

A Czech subsidiary of international publishing house was looking for a regular localization service supplier.

Task

Target language: Czech
Target format: Word
Volume: ongoing, 10,000 words

Challenge

Client required a high quality localization of marketing materials which would appropriately support a launch of its new publication dealing with prohibited advertising methods in the Czech Republic. The materials contained references to foreign legal regulations.

Translation

ACP Traductera set up a team of appropriately qualified translator – marketing specialist experienced in free translation, copywriter and legal specialist. The translated texts were assigned to a copywriter to adapt the translation to sound as if it had been written in the target language. Then, our legal specialist identified all references to foreign legal regulations for the client to replace them with references to applicable Czech regulations.

Conclusion

ACP Traductera is able to make use of its experienced translation suppliers and specialist and the client found what they were looking for because ACP Traductera makes efforts to identify client's needs to offer a tailor-made solution. From this work on, ACP Traductera has been appointed by the client as its exclusive localization service supplier.

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