

## QUALITY MATTERS

The Translation Centre offers translation services that cover a wide range of languages and a multitude of specialised fields. To help meet the increasing demands of its clients it employs the services of specialised freelance contractors.

When outsourcing large amounts of work the challenge is to secure sustainable quality. The Translation Centre has adopted a proactive approach which relies on:

### I. Tailor-made freelance selection

The Centre organises field-specific calls for tenders and direct negotiations to select expert freelance contractors.

### II. Support to translators

Each translation request is analysed individually and freelance contractors are provided with job-specific references and instructions.

### III. Dynamic evaluation system

The reranking system for freelance contractors ensures that the Centre always uses the best translators in the field. Translations of repeated unacceptable quality result in a downranking, while a translation of excellent quality results in an upranking in the list of approved contractors. This system is an important step in the Centre's quality assurance process.

## ABOUT THE TRANSLATION CENTRE

### → One of a kind

In the EU system the Translation Centre has a specific business model, offering a variety of cost-effective and flexible services in the field of translation.

### → Large capacity

The Centre successfully meets the needs of an ever-expanding client base in all EU languages and more.

### → Sustainable quality

Over the years the Centre has developed a quality management system, based on an effective revision method.

To find out more, contact us at:



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TRANSLATION CENTRE  
FOR THE BODIES OF THE EUROPEAN UNION

## REVISION

## Investing in quality



## REVISION IS...

a bilingual corrective process carried out by a person other than the translator, aimed at obtaining a translation which is accurate and suitable for its intended purpose.



## REVISION SEMINARS

Organised on a regular basis since 2009, the revision seminars are designed to:

- share the Centre's experience in the field
- exchange best practices on revision with participating organisations
- identify key issues and solutions in the field of revision
- present the quality evaluation macro designed and developed by the Centre

and they target two main audiences:

- translators from EU institutions and international organisations (under the auspices of IAMLADP)\*
- students of translation from universities from all over Europe.

\*The International Annual Meeting on Language Arrangements, Documentation and Publications



## AN ADDED VALUE TO TRANSLATION...

Once a translation is assigned, the reviser's work begins with a rough assessment of the quality, taking into account all instructions and references. Experienced revisers can easily spot inconsistencies (e.g. missing parts, footnotes, figures, etc.) and briefly estimate the time needed for revision.

During revision, internal revisers not only correct mistakes, (e.g. grammar, terminology, mistranslations, failure to respect reference documents and specific instructions)

but also consult with peers dealing with the same translations, by means of the Centre's intranet forum and its network of client coordinators who clarify linguistic issues with the authors

before finally delivering a polished product, which means that the translated text is as usable as the original text.

## WITH THE FUTURE IN MIND...

The Centre's business model is based largely on the outsourcing of translation work. Two major steps are taken to improve the quality of future translations:

- **reasoned and fair feedback** sent to freelance translators to prevent similar mistakes from recurring, to involve them in the organisation and to train them
- **evaluation of freelance translations** designed to avoid partiality and to foster a harmonised approach to translation quality assessment, and performed with the help of a user-friendly evaluation macro, designed and developed by the Centre. The macro allows revisers to insert in a table all improvements made, together with their reasoned comments and explanations. The tables are used by the Centre's Reranking Committee to evaluate the performance of freelance contractors.