SLOVENSKI STANDARD
SIST EN 15038:2007

01-januar-2007

Prevajalske storitve - Zahteve za storitve

Translation services - Service requirements

Übersetzungs-Dienstleistungen - Dienstleistungsanforderungen

Services de traduction - Exigences requises pour la prestation du service

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EUROPEAN STANDARD

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English Version

Translation services - Service requirements

Services de traduction - Exigences requises pour la
prestation du service

Übersetzungs-Dienstleistungen -
Dienstleistungsanforderungen

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36   B-1050 Brussels

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Contents

Foreword

This document (EN 15038:2006) has been prepared by Technical Committee CEN/BT/TF 138 "Translation services", the secretariat of which is held by AENOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 2006, and conflicting national standards shall be withdrawn at the latest by November 2006.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Introduction

The purpose of this European standard is to establish and define the requirements for the provision of quality services by translation service providers.

It encompasses the core translation process and all other related aspects involved in providing the service, including quality assurance and traceability.

This standard offers both translation service providers and their clients a description and definition of the entire service. At the same time it is designed to provide translation service providers with a set of procedures and requirements to meet market needs.

Conformity assessment and certification based on this standard are envisaged.

1 Scope

This European Standard specifies the requirements for the translation service provider (TSP) with regard to human and technical resources, quality and project management, the contractual framework, and service procedures.

This standard does not apply to interpreting services.

2 Terms and Definitions

For the purposes of this document, the following terms and definitions apply.

2.1
added value services
services that can be provided by a **TSP** (2.18) in addition to translation services

2.2
competence
demonstrated ability to apply knowledge and skills

[ISO 9000:2000, definition 3.9.12]

2.3
document
information and its supporting medium

[ISO 9000:2000, definition 3.7.2]

2.4
interpreting
rendering of spoken information in the **source language** (2.12) into the **target language** (2.14) in oral form

2.5
locale
linguistic, cultural, technical and geographical conventions of a target audience

2.6
proofreading
checking of proofs before publishing

2.7
register
set of properties that are characteristic of a particular type of linguistic text or speech

2.8
review
examine a **target text** (2.15) for its suitability for the agreed purpose and respect for the conventions of the domain to which it belongs and recommend corrective measures

2.9
reviewer
person who reviews

2.10
revise
examine a translation for its suitability for the agreed purpose, compare the **source** (2.13) and **target texts** (2.15), and recommend corrective measures

2.11
reviser
person who revises

2.12
source language
language in which the **source text** (2.13) is written

2.13
source text
text to be translated

2.14
target language
language into which the **source text** (2.13) is rendered

2.15
target text
result of the translation process in the **target language** (2.14)

2.16
text type convention
set of rules of grammar or terminology to be observed for the type of text in question

2.17
translate
render information in the **source language** (2.12) into the **target language** (2.14) in written form

2.18
translation service provider
(TSP)
person or organisation supplying translation services

2.19
translator
person who **translates** (2.17)

3   Basic requirements

3.1 General

Where a TSP chooses to engage a third party to carry out a translation project or any part thereof, the TSP shall retain the responsibility for ensuring that the requirements of this standard are met with respect to that project or any part thereof.

3.2 Human resources

3.2.1   Human resources management

The TSP shall have a documented procedure in place for selecting people with the requisite skills and qualifications for translation projects.

Translators shall have the professional competences as specified in 3.2.2.

Revisers and reviewers shall have the professional competences as specified in 3.2.3 and 3.2.4 respectively.

3.2.2 Professional competences of translators

Translators shall have at least the following competences.

a) **Translating competence:** Translating competence comprises the ability to translate texts to the required level, i.e. in accordance with 5.4. It includes the ability to assess the problems of text comprehension and text production as well as the ability to render the target text in accordance with the client-TSP agreement (see 4.4) and to justify the results.

b) **Linguistic and textual competence in the source language and the target language:** Linguistic and textual competence includes the ability to understand the source language and mastery of the target language. Textual competence requires knowledge of text type conventions for as wide a range of standard-language and specialised texts as possible, and includes the ability to apply this knowledge when producing texts.

c) **Research competence, information acquisition and processing:** Research competence includes the ability to efficiently acquire the additional linguistic and specialised knowledge necessary to understand the source text and to produce the target text. Research competence also requires experience in the use of research tools and the ability to develop suitable strategies for the efficient use of the information sources available.

d) **Cultural competence:** Cultural competence includes the ability to make use of information on the locale, behavioural standards and value systems that characterise the source and target cultures.

e) **Technical competence:** Technical competence comprises the abilities and skills required for the professional preparation and production of translations. This includes the ability to operate technical resources as defined in 3.3.

The above competences should be acquired through one or more of the following:

— formal higher education in translation (recognised degree);

— equivalent qualification in any other subject plus a minimum of two years of documented experience in translating;

— at least five years of documented professional experience in translating.

3.2.3 Professional competences of revisers

Revisers shall have the competences as defined in 3.2.2, and should have translating experience in the domain under consideration.

3.2.4 Professional competences of reviewers

Reviewers shall be domain specialists in the target language.

3.2.5 Continuing professional development

The TSP shall ensure that the professional competences required by 3.2.2 are maintained and updated.

3.3 Technical resources

The TSP shall ensure the availability of the following:

a) Requisite equipment for the proper execution of the translation projects as well as for safe and confidential handling, storage, retrieval, archiving and disposal of documents and data.

b) Requisite communications equipment as well as hardware and software.

c) Access to relevant information sources and media.

3.4 Quality management system

The TSP shall have a documented quality management system in place that is commensurate with the size and organisational structure of the TSP. The quality management system shall include at least the following.

a) Statement of the quality management system objectives.

b) Process for monitoring the quality of delivered translation services and where necessary providing after delivery correction and taking corrective action.

c) Process for handling all information and material received from the client (see 4.5).

3.5 Project management

Each translation project shall be supervised by a project manager (see 5.2) who shall be responsible for carrying out the project in accordance with the TSP's procedures and the client-TSP agreement (see 4.4).

4 Client-TSP relationship

4.1 General

The TSP shall have documented procedures in place for handling and analysing enquiries, determining project feasibility, preparing quotations, entering into an agreement with the client, invoicing and recording payment.

4.2 Enquiry and feasibility

The TSP shall analyse the client's enquiry with regard to the service requirements. The TSP shall determine whether all the required human and technical resources are available.

4.3 Quotation

Unless otherwise agreed with the client, the TSP shall submit a quotation to the client indicating at least price and delivery details.

4.4 Client-TSP agreement

For the provision of the service, the TSP shall have an agreement with the client. The commercial terms and service specifications under that agreement shall be recorded. The agreement can also cover the following points:

— copyright;

— liability;

— confidentiality;

— settlement of disputes;

— quality assurance.

Any and all subsequent deviations from the original agreement shall be agreed by all parties and documented.

4.5 Handling of project-related client information

The TSP shall endeavour to obtain supplementary information and clarification of ambiguities in the source text by contacting the client.

All information and material received from the client shall be handled in accordance with the provisions contained in the TSP´s quality management system (see 3.4).

4.6 Project conclusion

The TSP shall have documented procedures in place for final verification, archiving, traceability, follow up and the assessment of client satisfaction.

5   Procedures in translation services

5.1 General

The TSP shall ensure compliance with the client-TSP agreement from the moment it is confirmed to the end of the minimum archiving period as stated in the TSP's project documentation.

5.2 Managing translation projects

The TSP shall have documented procedures in place for handling translation projects, contact with the client during the translation process, and quality assurance to check the correctness and completeness of the service provided as well as compliance with the client-TSP agreement (see 4.4).

Project management shall include:

— monitoring and supervising the preparation process;

— assigning translators for the project;

— assigning revisers and, if applicable, reviewers;

— issuing instructions to all parties involved in the project;

— enabling and monitoring consistency in translation;

— monitoring and supervising the process timetable;

— ensuring contact is maintained with all parties involved in the process, including the client;

— giving clearance for delivery.

5.3 Preparation

Preparation shall cover administrative, technical and linguistic aspects appropriate to the specific requirements of each translation project.

After receiving the source text for translation, the TSP shall check that it complies with the client-TSP agreement (see 4.4). In case of non-compliance the TSP shall contact the client for clarification.