



SLOVENSKI STANDARD SIST EN ISO 17100:2015

01-julij-2015

Nadomešča:
SIST EN 15038:2007

Prevajalske storitve - Zahteve za prevajalske storitve (ISO 17100:2015)

Translation Services - Requirements for translation services (ISO 17100:2015)

Übersetzungsdienstleistungen - Anforderungen an Übersetzungsdienstleistungen (ISO 17100:2015)

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Services de traduction - Exigences relatives aux services de traduction (ISO 17100:2015)

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Ta slovenski standard je istoveten z: EN ISO 17100:2015

ICS:

01.020	Terminologija (načela in koordinacija)	Terminology (principles and coordination)
03.080.99	Druge storitve	Other services

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EUROPEAN STANDARD

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Translation Services - Requirements for translation services (ISO 17100:2015)

Services de traduction - Exigences relatives aux services
de traduction (ISO 17100:2015)

Übersetzungsdienstleistungen - Anforderungen an
Übersetzungsdienstleistungen (ISO 17100:2015)

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COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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Foreword

This document (EN ISO 17100:2015) has been prepared by Technical Committee ISO/TC 37 "Terminology and other language and content resources".

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of an identical text or by endorsement, at the latest by November 2015, and conflicting national standards shall be withdrawn at the latest by November 2015.

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INTERNATIONAL
STANDARD

ISO
17100

First edition
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**Translation services — Requirements
for translation services**

*Services de traduction — Exigences relatives aux services de
traduction*

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: [Foreword - Supplementary information](#).

The committee responsible for this document is ISO/TC 37, *Terminology and other language and content resources*, Subcommittee SC 5, *Translation, interpreting and related technology*.

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ISO 17100:2015(E)

Introduction

This International Standard specifies requirements for all aspects of the translation process directly affecting the quality and delivery of translation services. It includes provisions for translation service providers (TSPs) concerning the management of core processes, minimum qualification requirements, the availability and management of resources, and other actions necessary for the delivery of a quality translation service.

This International Standard is intended for implementation by TSPs of any size. Conformity requires all the International Standard's provisions to be met, but the methods of implementation may differ depending on the size and complexity of the organization and, in some cases, on the volume and complexity of the translation service being requested of the TSP.

The following auxiliary verbs used in this International Standard have the conventional usage assigned to them by ISO directives:

- *shall* – used to indicate **requirements** strictly to be followed in order to conform to the document and from which no deviation is permitted;
- *should* – used to indicate that, among several possibilities, one is **recommended** as particularly suitable, without mentioning or excluding others, or that a certain course of action is preferred but not necessarily required;
- *may* – used to indicate a course of action **permissible** within the limits of the document;
- *can* – used for statements of **possibility** and capability, whether material, physical, or causal.

In this International Standard, the following convention in use has been adopted to provide clarity where there might otherwise be confusion of concept:

- references to “requirements” relate to provisions of this International Standard, other standards, or legal regulation;
- references to “specifications” relate to provisions involving the translation service or project originating from the client, TSP, or other sources.