
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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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.

Translation services — Requirements for translation services

1 Scope

This International Standard provides requirements for the core processes, resources, and other aspects necessary for the delivery of a quality translation service that meets applicable specifications.

Application of this International Standard also provides the means by which a translation service provider (TSP) can demonstrate conformity of specified translation services to this International Standard and the capability of its processes and resources to deliver a translation service that will meet the client's and other applicable specifications.

Applicable specifications can include those of the client, of the TSP itself, and of any relevant industry codes, best-practice guides, or legislation.

The use of raw output from machine translation plus post-editing is outside the scope of this International Standard.

This International Standard does not apply to interpreting services.

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2 Terms and definitions (standards.iteh.ai)

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

2.1 Concepts related to translation and translation services

2.1.1

translate

render *source language content* (2.3.2) into *target language content* (2.3.3) in written form

2.1.2

translation

set of *processes* (2.1.4) to render *source language content* (2.3.2) into *target language content* (2.3.3) in written form

Note 1 to entry: A translation may refer to formats other than text-based formats (e.g. an audio file, image, etc.).

2.1.3

translation workflow

processes (2.1.4), or parts thereof, involved in achieving *target language content* (2.3.3)

2.1.4

process

set of interrelated and interacting activities performed in order to achieve a stated objective

2.1.5

product

output of *process* (2.1.4)

EXAMPLE 1 A *translated* (2.1.1) version of a book purchased from a retail shop or on the web.

EXAMPLE 2 Intellectual property in the content of a *translated* (2.1.1) book can be the subject of agreement between the author and the *translator* (2.4.4).

EXAMPLE 3 A TSP (2.4.2) translating a book for a publisher is providing a *service* (2.1.6). Computer software can be purchased to support a range of *translation* (2.1.2) *processes* (2.1.4).

Note 1 to entry: Many product categories comprise elements that form a generic product. Its dominant element determines whether the product is designated processed material, intellectual property, software, or *services* (2.1.6).

2.1.6 translation service

intangible *product* (2.1.5) that is the result of interaction between *client* (2.4.3) and TSP (2.4.2)

2.1.7 interpret

render spoken or signed information from one language to another language in oral or signed form

2.2 Concepts related to translation workflow and technology

2.2.1 computer-aided translation

CAT

part of *translation workflow* (2.1.3) in which a variety of software applications are used to support the task of human *translation* (2.1.2)

Note 1 to entry: These computer programs are usually referred to as *translation* (2.1.2) tools, computer-aided translation tools, or, sometimes, translation environment tools (TEntTs).

2.2.2 machine translation

MT

automated *translation* (2.1.2) of text or speech from one *natural language* (2.3.8) to another using a computer system

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2.2.3 machine translation output

outcome of *machine translation* (2.2.2)

2.2.4 post-edit

edit and correct *machine translation output* (2.2.3)

Note 1 to entry: This definition means that the post-editor will edit output automatically generated by a machine translation engine. It does not refer to a situation where a translator sees and uses a suggestion from a machine translation engine within a CAT (computer-aided translation) tool.

2.2.5 check

examination of *target language content* (2.3.3) carried out by the *translator* (2.4.4)

2.2.6 revision

bilingual examination of *target language content* (2.3.3) against *source language content* (2.3.2) for its suitability for the agreed purpose

Note 1 to entry: The term bilingual editing is sometimes used as a synonym for revision.

2.2.7 review

monolingual examination of *target language content* (2.3.3) for its suitability for the agreed purpose

Note 1 to entry: The term monolingual editing is sometimes used as a synonym for review.

2.2.8**proofread**

examine the revised *target language content* (2.3.3) and applying *corrections* (2.5.4) before printing

2.2.9**project management**

coordinating, managing, and monitoring a project throughout its complete lifecycle

2.2.10**style guide**

set of editing and formatting instructions

2.3 Concepts related to language and content**2.3.1****content**

anything representing meaningful information or knowledge

2.3.2**source language content**

language *content* (2.3.1) to be *translated* (2.1.1)

2.3.3**target language content**

language *content* (2.3.1) *translated* (2.1.1) from *source language content* (2.3.2)

2.3.4**text**

content (2.3.1) in written form

2.3.5**source language**

language of the *source language content* (2.3.2)

2.3.6**target language**

language into which *source language content* (2.3.2) is *translated* (2.1.1)

2.3.7**language register**

variety of language used for a particular purpose or in a particular social or industrial *domain* (2.3.10)

2.3.8**natural language**

written, signed, or spoken human language

Note 1 to entry: For example, languages which are not natural include programming languages such as C++.

2.3.9**text-type convention**

subset of specifications for the *target language content* (2.3.3) related to the *content* (2.3.1) type and *domain* (2.3.10)

Note 1 to entry: For example, with acts of law, there are formal conventions which are always used by legislators.

2.3.10**domain**

subject field, sphere of knowledge or activity having its own specialized culture, social context, and linguistic characteristics

2.3.11

locale

set of characteristics, information, or conventions specific to the linguistic, cultural, technical, and geographical conventions of a target audience

2.4 Concepts related to the people involved in translation services

2.4.1

language service provider

LSP

person or organization who provides language-related services

2.4.2

translation service provider

TSP

language service provider (2.4.1) that provides professional *translation services* (2.1.6)

EXAMPLE Translation companies, individual translators, or in-house translation departments.

Note 1 to entry: *Language service provider (LSP)* (2.4.1) is a more general term involving other language-related and value-added services but for the purposes of this International Standard, *LSPs* (2.4.1) are considered to be *TSPs* when they are providing translation services.

2.4.3

client

customer

<translation services> person or organization that commissions a *translation service* (2.1.6) from a *TSP* (2.4.2) by formal agreement

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Note 1 to entry: The client can be the person or organization requesting or purchasing the *translation service* (2.1.6) and can be external or internal to the *TSP's* (2.4.2) organization

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2.4.4

translator

person who *translates* (2.1.1)

2.4.5

reviser

person who *revises* (2.2.6) *target language content* (2.3.3) against *source language content* (2.3.2)

2.4.6

reviewer

person who *reviews* (2.2.7) *target language content* (2.3.3)

2.4.7

proofreader

person who *proofreads* (2.2.8) *target language content* (2.3.3)

2.4.8

project manager

PM

person who manages specified aspects of a translation project and is responsible for the process

2.4.9

competence

ability to apply knowledge, experience, and skills to achieve intended results

2.5 Concepts related to control of the translation service process

2.5.1 verification

confirmation by the *project manager* (2.4.8) that specifications have been fulfilled

2.5.2 document

information and its supporting medium

Note 1 to entry: The medium can be paper, magnetic, electronic or optical computer disc, photograph or master sample, or a combination thereof.

Note 2 to entry: A set of documents, e.g. specifications and *records* (2.5.3), is frequently referred to as “documentation”.

[SOURCE: ISO 9000:2005, 3.7.2]

2.5.3 record

document (2.5.2) or report stating results achieved or providing evidence of activities performed

2.5.4 correction

<translation service> action taken to correct an error in *target language content* (2.3.3) or *translation process* (2.1.4) or a nonconformity to a requirement of this International Standard when conformity has been claimed

Note 1 to entry: Corrections generally arise as a result of errors found when the translator is *checking* (2.2.5) the *target language content* (2.3.3), when reported by a *reviser* (2.4.5) or *reviewer* (2.4.6) or *proofreader* (2.4.7) or *client* (2.4.3), or during an internal or external audit of the implementation of this International Standard.

2.5.5 corrective action

action taken to eliminate the cause of a nonconformity or errors in the *translation process* (2.1.4) or *target language content* (2.3.3)

Note 1 to entry: Corrective action involves an investigation to identify what went wrong and what action can be taken to ensure that it does not happen in the same way again.

3 Resources

3.1 Human resources

3.1.1 General

The TSP shall have a documented process in place to ensure that the people selected to perform translation tasks have the required competences and qualifications.

The TSP shall keep a record of the evidence upon which the professional competences of translators, revisers, reviewers, and other professionals have been demonstrated.

3.1.2 Responsibility for sub-contracted tasks

Where a TSP chooses to engage a third party to perform a translation service or any part thereof, the TSP shall retain full responsibility for ensuring that all the requirements of this International Standard are met with respect to that service or any part thereof by that third party.