

**SLOVENSKI STANDARD**  
**kSIST FprEN ISO 17100:2016**  
**01-februar-2016**

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

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

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

**Ta slovenski standard je istoveten z: FprEN ISO 17100**

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**ICS:**

01.020	Terminologija (načela in koordinacija)	Terminology (principles and coordination)
03.080.20	Storitve za podjetja	Services for companies

**kSIST FprEN ISO 17100:2016**

**en,fr,de**

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FINAL  
DRAFT

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## Translation services — Requirements for translation services

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

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Please see the administrative notes on page iii

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Reference number  
ISO/FDIS 17100:2015(E)

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## ISO/CEN PARALLEL PROCESSING

This final draft has been developed within the International Organization for Standardization (ISO), and processed under the **ISO-lead** mode of collaboration as defined in the Vienna Agreement. The final draft was established on the basis of comments received during a parallel enquiry on the draft.

This final draft is hereby submitted to the ISO member bodies and to the CEN member bodies for a parallel two-month approval vote in ISO and formal vote in CEN.

**Positive votes shall not be accompanied by comments.**

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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](http://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](http://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*.

This second edition cancels and replaces the first edition (ISO 17100:2015), of which it constitutes a minor revision. It incorporates the following modification:

- In [3.1.4](#), the three notes have been deleted.

## ISO/FDIS 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.



# 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.

## 2 Terms and definitions

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).

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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

### 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.