

8 elements of quality

To ensure the excellent quality of our translations, all projects are subject to a complex process of review and proofreading*. Project managers, translators, proofreaders and customers are all involved in the process.



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Element	Process	Delivered by	Description
1.	Acceptance	PM	A project manager prepares a quotation, defines word counts, creates a schedule for processing, collects reference materials, and consults potential issues, such as the meaning of abbreviations, with the client.
2.	Format preparation	PM	It is sometimes necessary to edit a source text prior to assigning it to a translator. This is especially true when the source text is in a non-editable format or in a format for which the translator does not possess the necessary software.
3.	Terminology preparation	Translator	Following agreement with a client, the translator produces a terminology glossary containing specific terms which appear within the text. This is special field terminology which is consulted with the customer. Each term is approved and its meaning explained, if necessary. When processing subsequent jobs within a project, the glossary is continuously updated by the translator and approved by the client.
4.	Translation	Translator	A suitable translator is chosen based on their years of experience, expertise in a particular field, native language and education. We always try to assign a translation to a speaker native in the target language. In some cases, when it is necessary to grasp the meaning of a specialised source text precisely, we prefer to have the translation processed by a translator native in the language of the source text, followed by proofreading by a speaker native in the target language.
5.	Proofreading	Proofreader	A proofreader reviews the target text so that it does not contain any typos or grammar mistakes. They are responsible for checking whether the whole text has been translated, numbers are written correctly and in the appropriate format, names and place names correspond to their original, all headers and footers have been translated and the overall formatting respects the rules of the target language. While proofreading a target document, the proofreader uses the track changes function. If this is not possible, the text is not changed but the proofreader's proposals are recorded in a special form.
6.	Review	Translator	The translator is submitted the proofread translation with highlighted changes. Each such change is either accepted or rejected and commented on by the translator. Such a document is also submitted to the client who can, in case of disagreement, recommend acceptance of the translator's or proofreader's version.
7.	Formatting	PM	Our project manager or a DPT team member compares the formatting of the source and target text and edits it accordingly so that the target corresponds to the original.
8.	Delivery	PM	The project manager reviews whether the job is complete. If the format and names of files correspond to the original, all reviews have been done, and all the translators' and proofreaders' queries have been replied to, the job is prepared for delivery to the client using a previously agreed method. When processing large volumes, partial deliveries can be agreed with the client.

If a client raises any comments or makes any recommendations after delivery, these are incorporated into the archived translation files, the relevant terminology databases and translation memories.

* applicable for all projects where TEP service is agreed and ordered