

DIN EN ISO 17100:2016-05 (E)

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

Contents

	Page
European foreword.....	3
Foreword.....	4
Introduction.....	5
1 Scope.....	6
2 Terms and definitions.....	6
2.1 Concepts related to translation and translation services	6
2.2 Concepts related to translation workflow and technology.....	7
2.3 Concepts related to language and content.....	8
2.4 Concepts related to the people involved in translation services	9
2.5 Concepts related to control of the translation service process.....	10
3 Resources.....	10
3.1 Human resources.....	10
3.1.1 General.....	10
3.1.2 Responsibility for sub-contracted tasks	10
3.1.3 Professional competences of translators.....	11
3.1.4 Translator qualifications.....	11
3.1.5 Professional competences of revisers	11
3.1.6 Professional competences of reviewers	11
3.1.7 Competence of translation project managers.....	12
3.1.8 Recording regular maintenance and updating of required competences.....	12
3.2 Technical and technological resources.....	12
4 Pre-production processes and activities.....	12
4.1 General.....	12
4.2 Enquiry and feasibility.....	12
4.3 Quotation	12
4.4 Client-TSP agreement.....	12
4.5 Handling of project-related client information.....	13
4.6 Project preparation.....	13
4.6.1 Administrative activities.....	13
4.6.2 Technical aspects of project preparation.....	13
4.6.3 Linguistic specification.....	13
5 Production process.....	14
5.1 General.....	14
5.2 Translation service project management.....	14
5.3 Translation process.....	15
5.3.1 Translation	15
5.3.2 Check	15
5.3.3 Revision	15
5.3.4 Review.....	16
5.3.5 Proofreading	16
5.3.6 Final verification and release.....	16
6 Post-production processes.....	16
6.1 Feedback.....	16
6.2 Closing administration.....	16

Annex A (informative) ISO 17100 Translation workflow.....	17
Annex B (informative) Agreements and project specifications.....	18
Annex C (informative) Project registration and reporting.....	20
Annex D (informative) Pre-production tasks	21
Annex E (informative) Translation technology.....	22
Annex F (informative) Non-exhaustive list of value added services.....	23
Bibliography	24