

Module 10 QUALITY MANAGEMENT OF LOCALIZATION PROJECTS & LANGUAGE INDUSTRY

Introduction

Localization and translations projects are multi-stage; stages involving different know-how. Each phase can determinate the success of the project as the quality control of a project.

The drive to meet cost and time constraints within a localization project very often compromises quality. Project success is assured by taking a balanced approach to quality, time and cost, resulting in satisfied customers.

Course/module Description

This course offers basic concepts and principles of quality management of localization projects and language industry).

It provides the techniques required to deliver consistent project success. We focus on developing and applying a quality framework that ensures customer satisfaction.

Training topics

- Quality variables of localization projects.
 - Standards of quality for translation services: EN-15038, ISO 2384, LISA QA 3.0, DIN 2345...
 - Applications and limitations of quality tools
 - Establishing metrics and checklists
 - Workshop: Translation Quality Assurance
 - Standards of quality for the industry: ISO 9000, 9001, 9002
 - Customer Satisfaction, (Vendor satisfaction) postmortem
- Workshop: identification of problems to project quality success