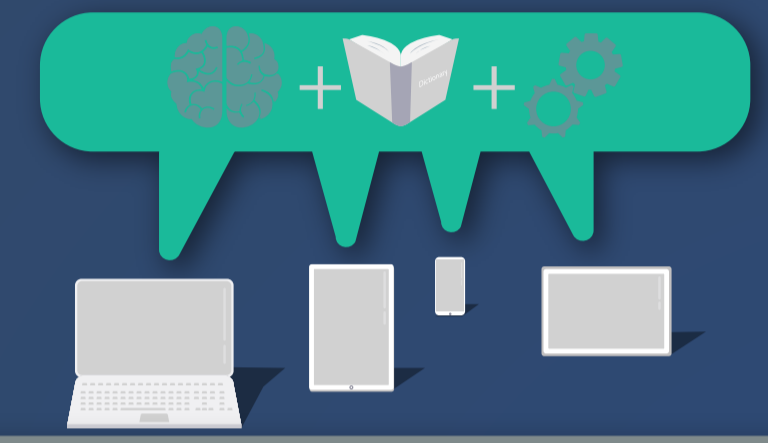**1. New Translation Request**
Client submits files for translation and project information.

2. Project Analysis
Received files are analysed, requirements clarified with the client and project parameters defined. At this stage, any available reference materials, style guides, glossaries or translation memories are requested/created.

3. Price Quote
Creation of a price quote form, which becomes our Service Agreement subject to the client's approval.

Price Quote

sign

4. Project Set-Up
Once the price quote is confirmed in writing, an electronic project is created in our workflow system. Timelines for various stages of the project are set.

8. Local Market Check with the Client (Optional)
Before the finalization and DTP, the text is sent to the client for local market evaluation and confirmation that the terms and content has been done in accordance with the requirements of the client.
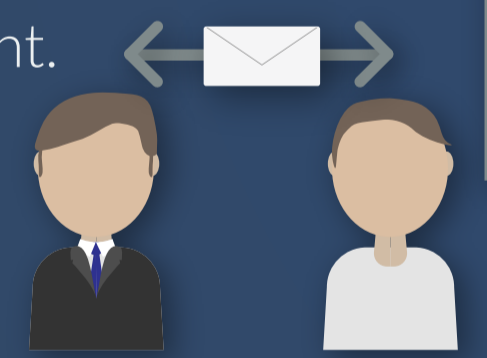
7. Editing
Translated files are delivered to the editor, who compares them against the source text and checks for completeness and contextual accuracy.

6. Translation. Localization. Transcreation
Files are sent to the translator and simultaneously editing and proof-reading resources are reserved. Requirements and deadlines are clarified and confirmed.

5. Team Building
Expert linguists are selected from our global database of native-speaking subject matter specialists.

9. Proofreading and DTP
Edited files are delivered to the proofreader to assure that all spelling, grammar and cultural aspects are correct and that the translations read fluently.
If necessary, project files go to DTP. Any final issues relating to formatting, presentation or file format are resolved here.

10. Internal Quality Check
Before delivery, the Project Manager performs a final check of the deliverables to ensure they meet the client's requirements and are in the correct format.

APPROVED
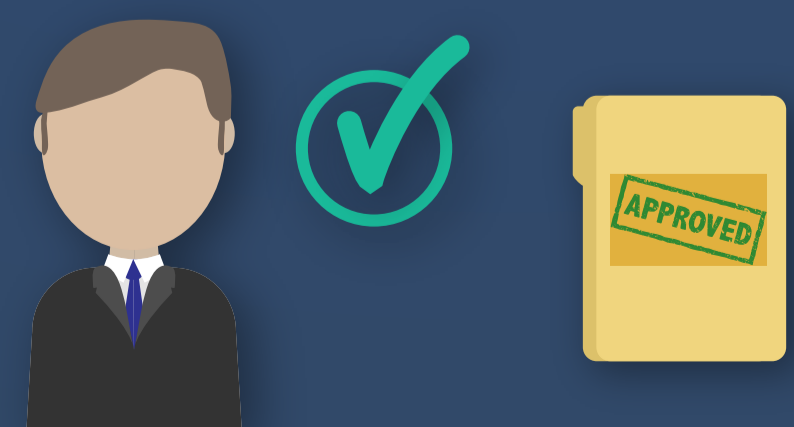
11. Delivery to Client and Postdelivery QA
Translated, edited and proofread files are delivered to the client using the agreed method of delivery. We remain in contact with the client throughout the process and we always welcome feedback on the quality of our work.

APPROVED