

# 1

## New Request

Client submits files and project information.



# 2

## Project Analysis

Received files are analyzed, 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 after approved by the client.



# 4

## Project Set-Up

Once the price quote is confirmed in writing, electronic project is created in our workflow system. Timelines for various stages of project are formulated.



# 5

## Team Building

Expert linguists are selected from our global database of native speaking subject matter specialists.



# 6

## Translation. Localization. Transcreation.

Files are delivered to translator and simultaneously editing and proofreading resources are reserved. Requirements and deadlines are clarified and confirmed.



# 7

## Editing

Translated files are delivered to editor, compared against the source text and checked for completeness and contextual accuracy.



# 8

## (Optional) Pre-markup check with the client

Before the finalization and DTP, the text is sent to the client for evaluation and confirmation that the terms and content has been done in accordance to the requirements of the client.



# 9

## Proofreading and DTP

Edited files are delivered to proofreader to assure all spelling, grammar and cultural perspective 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, Project Manager performs a final check of the deliverables to ensure they meet client's requirements and are in the correct format.



# 11

## Delivery to client and Post-Delivery QA

Translated, edited and proofread files are delivered to client in 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.

