




**SWISS  
GLOBAL**

LANGUAGE  
SERVICES

# Quality Management @SwissGlobal

Truly Swiss, digitally Global



Everyone claims to  
deliver quality ...



We do it.

We monitor it.

We certify it.

We demonstrate it.

We document it.

We audit it.

# Our certifications

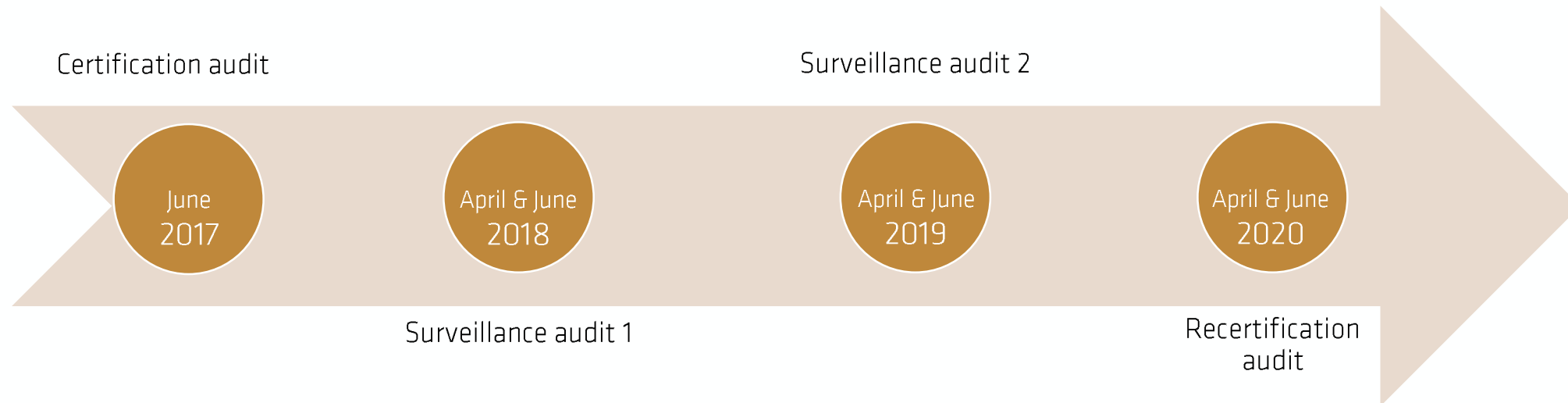
## ISO 9001:2015 Quality Management Systems

- [SGS](#): SGS is the world's leading inspection, verification, testing and certification company.



## ISO 17100:2015 Translation Services

- [LinguaCert](#): Swiss certifying institute for translation providers



# Quality Policy

The Quality Policy embrace the **SwissGlobal** Mission, Values and Strategy

## Mission

We aim to build long-term partnerships with our clients and find the right solution for their multilingual communication needs while maintaining our commitment to our core values.

## Values

We are committed ...

- ... to our clients by offering them personal contact, reliability, and customized solutions
- ... to our staff and our partners by fostering an atmosphere of collegiality, trust, and delegation
- ... to integrity by promoting ethics, cooperation, and responsibility
- ... to quality by ensuring highest standards of services, processes and continuous improvement

## Strategy

We offer our B2B clients in specific industries customized language services & solutions with high service quality, language excellence and state-of-the-art technology in a secure environment.

## Why

- Given the financial and human risks that translation errors pose, businesses are advised to choose a certified language service provider (LSP) (according to [Six Sigma Black Belt](#), the **cost of correcting** an undetected error multiplies by ten in each step of the production process)
- Attention to detail and systematic definition of processes have a considerable impact on a translation's final quality
- ISO 9001:2015 and 17100:2015 certifications are a **competitive advantage** for a LSP. Best practice approach vs. untested, non-comparable approach
- The time and effort invested in setting up and maintaining the necessary processes is not an expense, but an **investment**. Getting a Quality Management System (QMS) up and running is an arduous, sometimes tedious task, but the effort is earned back with interest.

## How

It is crucial that...

- a **dedicated Quality Manager (QM)** is in charge of the norm's implementation and maintenance
- the QM has a detailed knowledge of the company and LSP industry, is a fervent advocate for the norms and makes sure enthusiasm for the norm spreads throughout the organization
- the **management board actively supports** the QMS and the QM designed
- all individuals involved follow the norm and respect the processes it stipulates
- they are on the alert for possible deviations and non-conformities

## Benefit

- **Total transparency in all processes:** each service can be identified and traced from the moment an order is placed up through delivery. This enables the company and the customer to know exactly which stage a project is at and who is handling it.
- **Common understanding:** the norm speaks the language of our customers. The marketing jargon, often misleading or incomprehensible to the customer, can be abandoned
- Enormously valuable for the introduction of new resources or new tools: there is already a well-trodden path. All you have to do is either teach new arrivals to walk it or teach how to use it.
- Scalability: due to shorter induction time for employees, sharing know-how is much easier when procedures are written down and easy to follow.
- Traceability: information is carefully stored and labelled until it is needed. This preserve its functionality and ensures that it remains accessible.
- Predictability: standardization guarantees that tasks are consistently carried out in the same way and that the same result is always obtained.
- Root cause analysis: a central QMS tool. It allows the PM and linguist team to determine the reason an error or problem occurred or why a certain process was not followed, and enables them to make corrections and take preventive measures.

## Challenge

- Having a QMS in place and a certification are no guarantee of success. More is required:
- The struggle for excellence and best practice must be a common, everyday practice. Every member of the team, starting with management, must set an example, motivate, encourage, and safeguard quality.
- Find a certification company with good reputation and high credibility

Quality is never an accident;  
it is always the result of high  
intention, sincere effort,  
intelligent direction and  
skillful execution.

*William A. Foster*

Selecting the right person  
for the right job is half the  
battle in delivering quality.

Quality is everyone's  
responsibility and we never  
have to stop getting better.

*W. Edwards Deming*

**SWISS  
GLOBAL**

BESPOKE  
QUALITY

Quality is the full and perfect  
conformance to the  
customers' requirements.

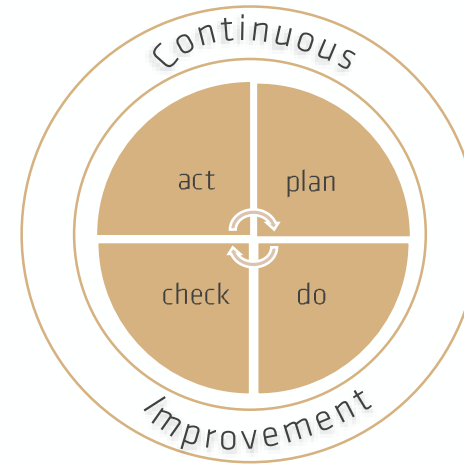
*Phil Crosby*

It's not enough to do your  
best; you must know what to  
do and then do your best.

*W. Edwards Deming*

Careful selection of resources,  
continuous monitoring of their  
competences and assigning  
training where necessary are the  
most important foundation for  
quality.



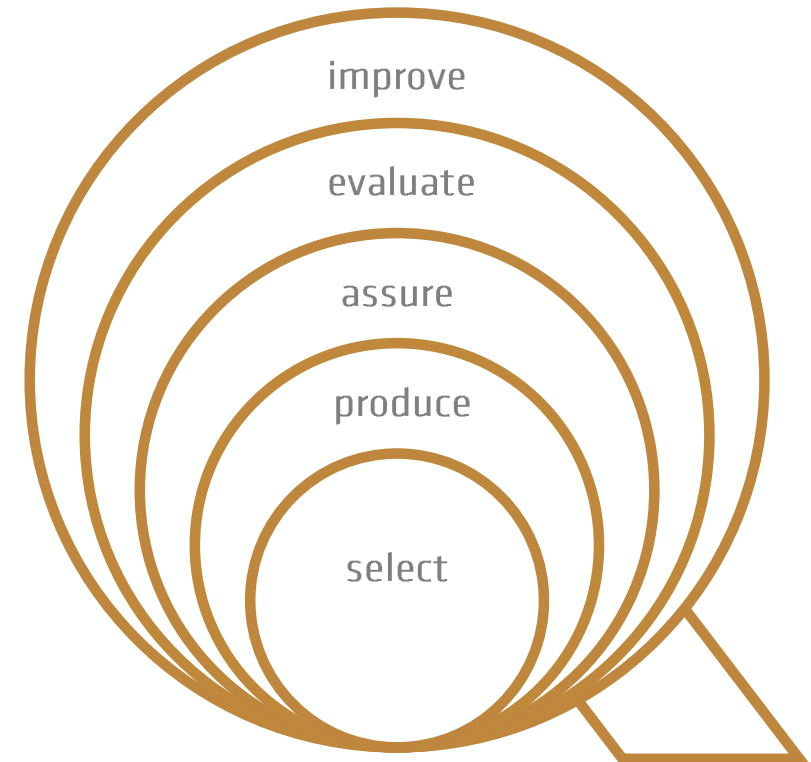


SwissGlobal translates the [Deming circle's](#)

“plan – do – check – act”

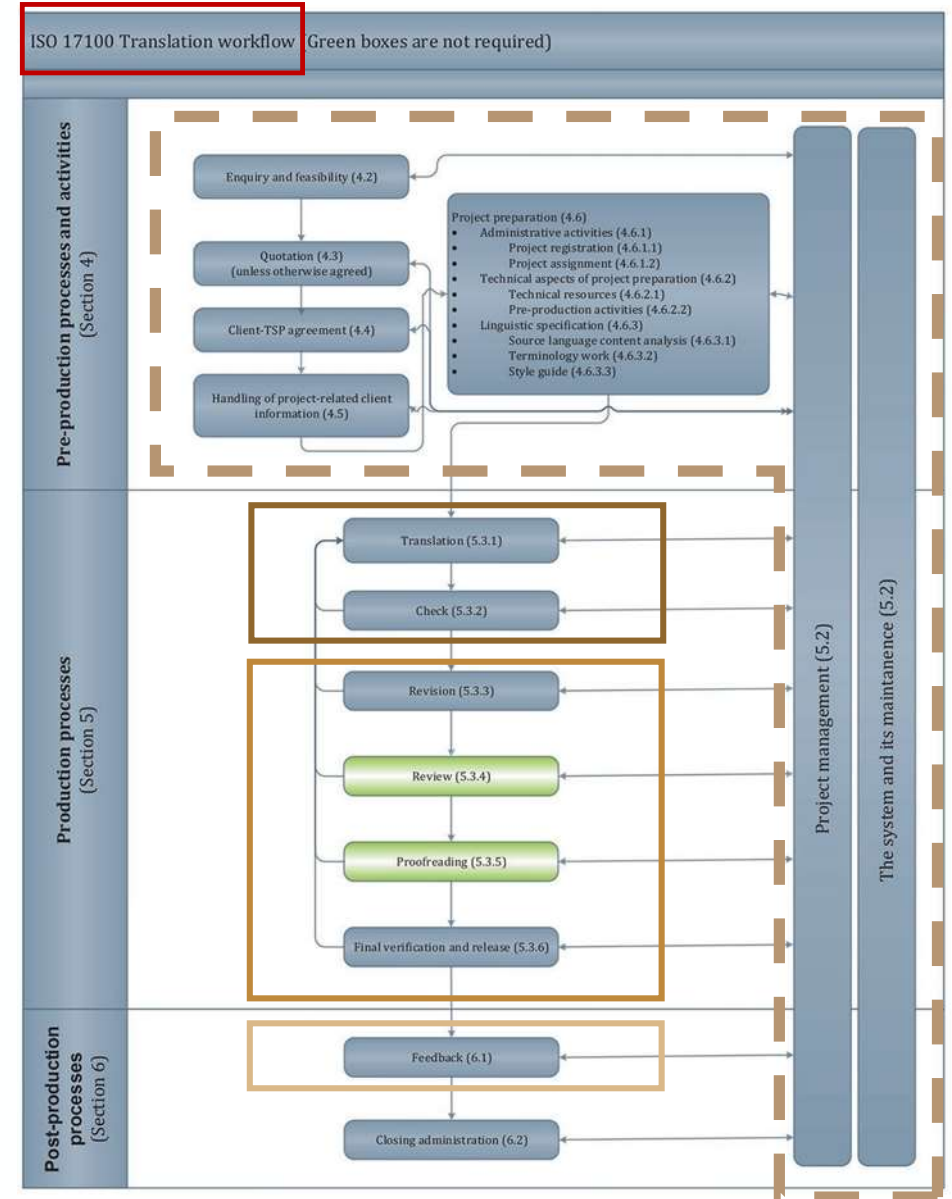
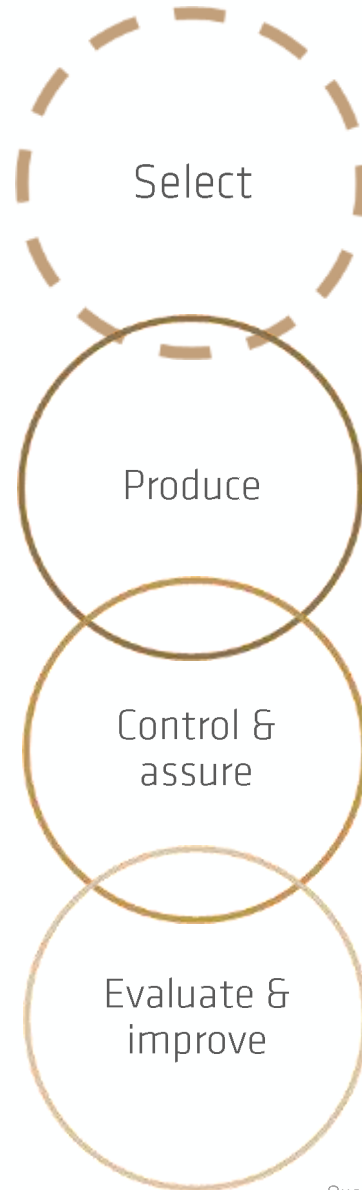
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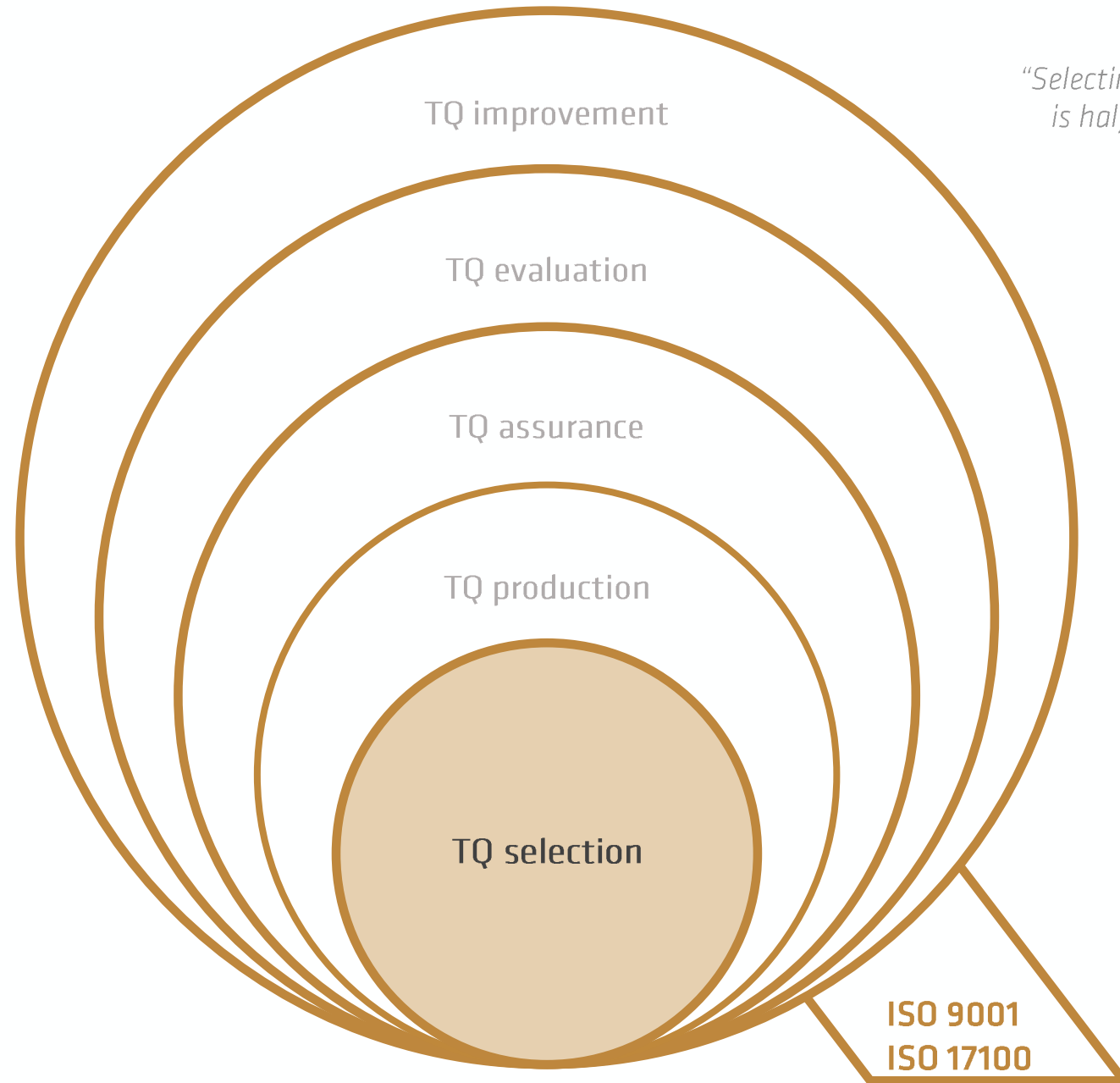
“select – produce – assure –  
evaluate & improve”



# ISO 17100:2015 International Standard for Translation services

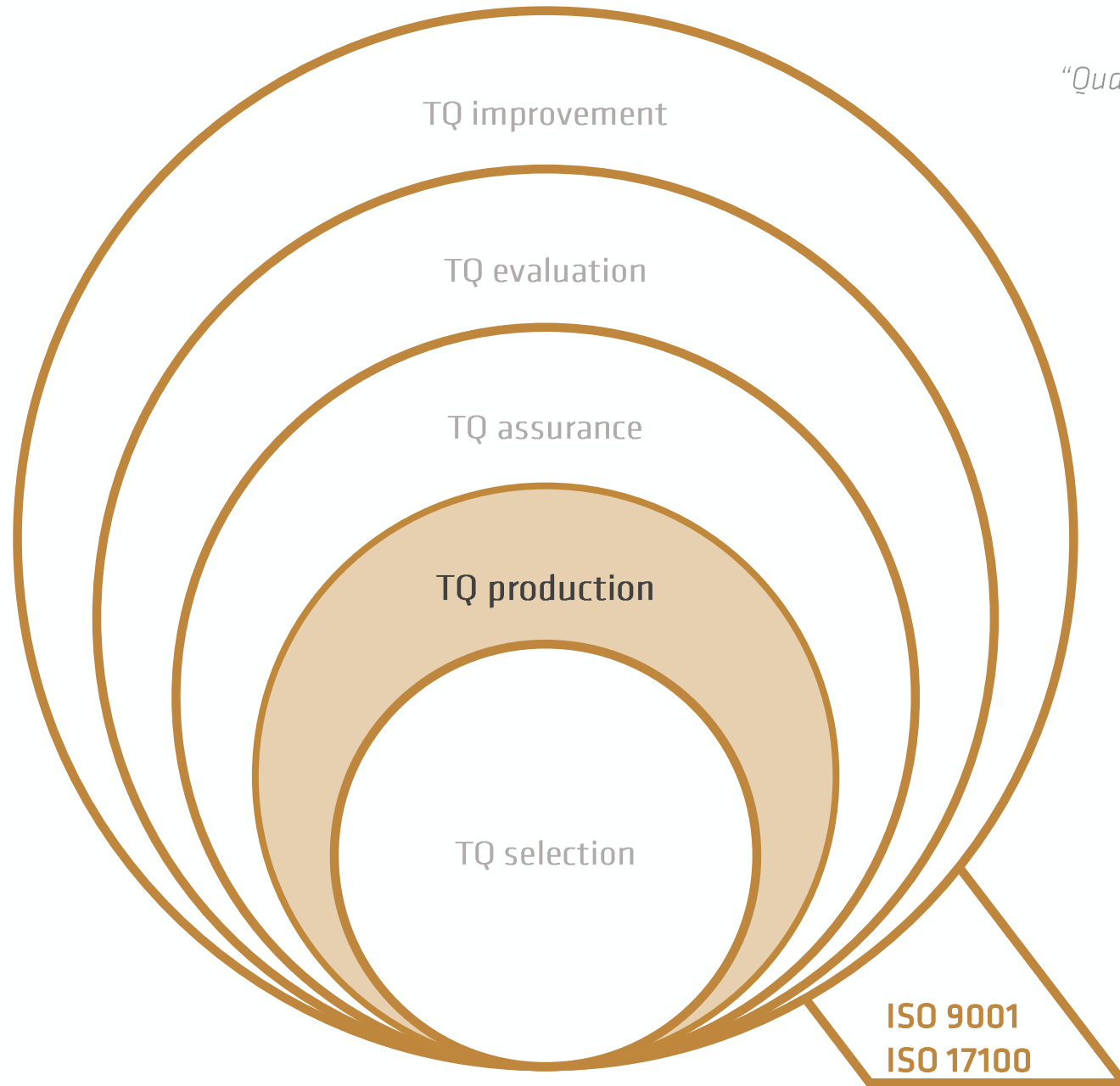
“Specifies requirements for all aspects of the translation process directly affecting the quality and delivery of translation services.”





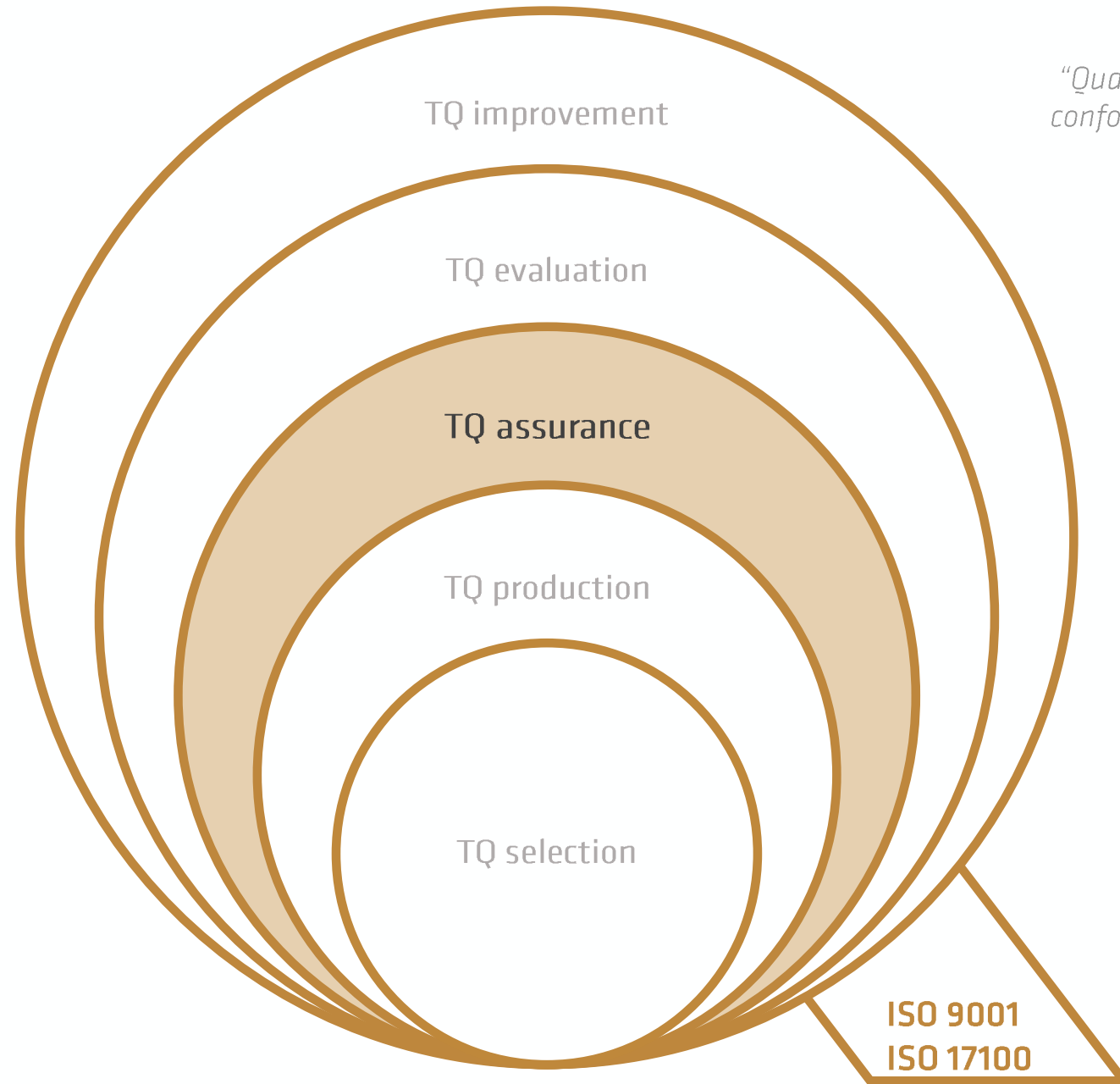
*"Selecting the right person for the right job is half the battle in delivering quality."*

We can document how we select people and ensure that they have the required skills and qualifications to perform their linguistic tasks.



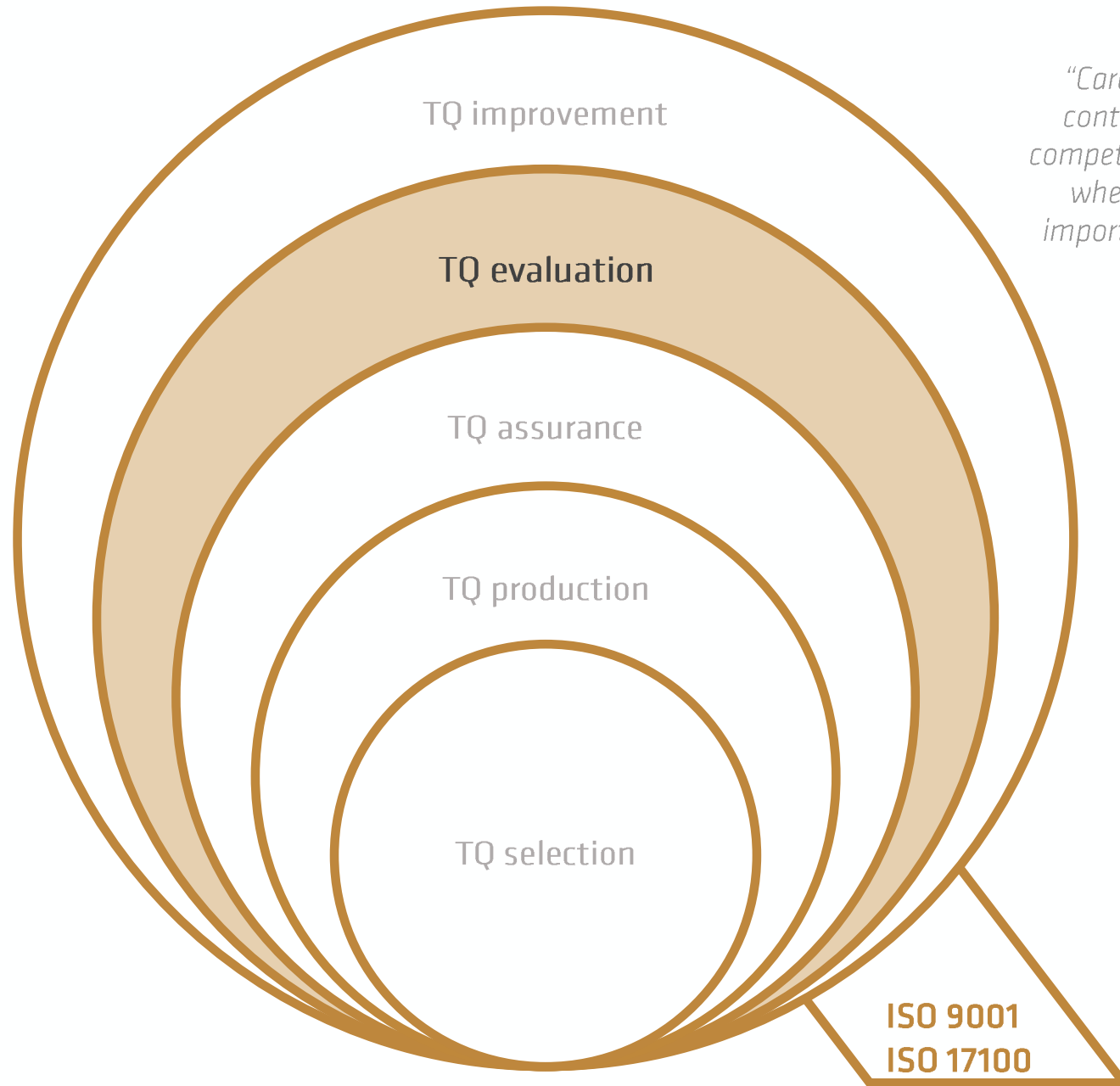
*"Quality is always the result of skillful execution."*

We carefully select the translators assigned to a project based on their profile and give them access to all necessary information and specifications.



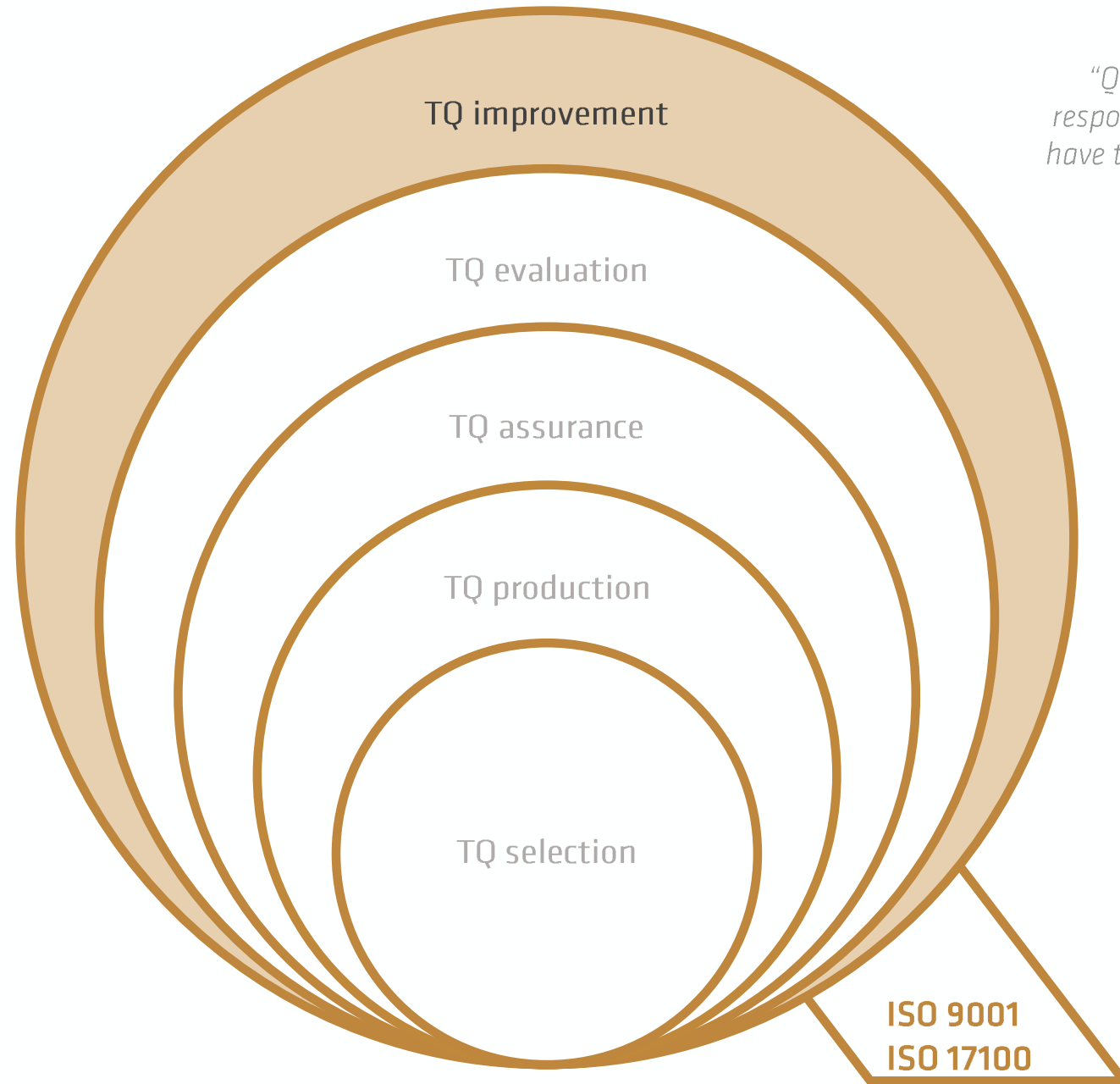
*"Quality is the full and perfect conformance to the customers' requirements."*

Our quality assurance includes revision, review, proofreading and verification conducted in real time to assure compliance with all quality specifications defined in a customer agreement.



*“Careful selection of resources, continuous monitoring of their competences and assigning training where necessary are the most important foundation for quality.”*

We can demonstrate any time how we evaluate and assess the quality of translators and revisers and develop their skill set to perform to the level of quality we need.



*"Quality is everyone's responsibility and we never have to stop getting better."*

We improve our quality by taking appropriate corrective actions based on the analysis of client order feedbacks, linguistic assessments and non-conformities such as client complaints and insufficient translation quality.

# Our standard workflow

# ISO

