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**
- **LinquaCert**: 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.
- 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.
- **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.

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**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.

*W. Edwards Deming*

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

*W. Edwards Deming*

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” into “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.”

SwissGlobal Language Services AG
“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.

ISO 9001
ISO 17100
Our standard workflow

1. Request reception
2. Enquiry and analysis
3. Briefing
4. Quote
5. Order
6. Confirmation
7. Preparation of source document and resources
8. Translation
9. Quality assurance
10. Refinement
11. Certification
12. Final verification and release
13. Delivery
14. Feedback
15. Billing