

# Key requirements of the translation services standard EN ISO 17100:2015 and its implications

Keynote - *Romanian Translation Forum, Bucharest, 14 October 2016*




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ISO TC 37 SC 5 has developed a major translation requirements standard – ISO 17100 - which was officially published on 01.05.2015.



# Some history ...

## ISO 17100 & its development

- ▶ ISO 17100 was based on the EN 15038, developed within CEN on the basis of some national standards, and published in 2006.
- ▶ EN 15038, published originally in English, French and German, was later translated into many other languages.
- ▶ Despite the fact that EN 15038 was a European standard, it is estimated that at least 3000 companies worldwide have certified against the EN 15038 since 2006, and approx. ten times more have implemented it.

# ISO 17100 & its development cont.

- In 2011 the EN 15038 revision was transferred to ISO on the basis of the Vienna Agreement (between ISO and CEN)
- ISO 17100 is an international standard which takes into account and replaces (on adoption by ISO/CEN member countries) not only EN 15038 but also all other regional and national standards in this area.
- In other words, EN 15038 is out, and ISO 17100 is in!
- So, if you are in the translation and localisation business you are definitely affected by this standard, and if you are EN15038 certified, then you need to know how to transfer to ISO 17100 certification.

# ISO 17100 - Overview

- ISO 17100 provides requirements for the core processes, resources, and other aspects necessary for the delivery of a quality translation service that meets applicable specifications.
- Application of ISO 17100 also provides the means by which a translation service provider (TSP) can demonstrate conformity of specific translation services to ISO 17100 and the capability of its processes and resources to deliver a translation service that will meet the client's and other applicable specifications.
- The use of raw output from machine translation plus post-editing is outside the scope of ISO 17100.
- ISO 17100 does not apply to interpreting services.

# Structure of ISO 17100

Introduction	• Introduction & Scope
Terms & Definitions	• Terminology used in ISO 17100
Resources	• Human and technology resources
Pre-production	• Pre-production processes
Production	• Production processes
Post-production	• Post-production and feedback
Annexes	• Annexes A to F

# Introduction & scope

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# Introduction and Scope

- Sets out what the standard hopes to achieve
- States what the standard does and does not cover :
- By implementing ISO 17100 a translation service provider (TSP) can demonstrate conformity with the standard and the capability of its processes and resources to deliver a translation service that will meet applicable specifications. Applicable specifications can include those of the client, of the TSP itself, and of any relevant industry codes, best-practice guides, or legislation.
- Raw output of MT plus post-editing is outside of the scope.
- ISO 17100 does not apply to interpreting services.



# Terms & Definitions

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# Terms and Definitions

## **ISO 17100 covers the concepts related to:**

- ▶ translation and translation services
- ▶ translation workflow and technology
- ▶ language and content
- ▶ people involved in translation services
- ▶ control of the translation service process

# Human & Technology resources

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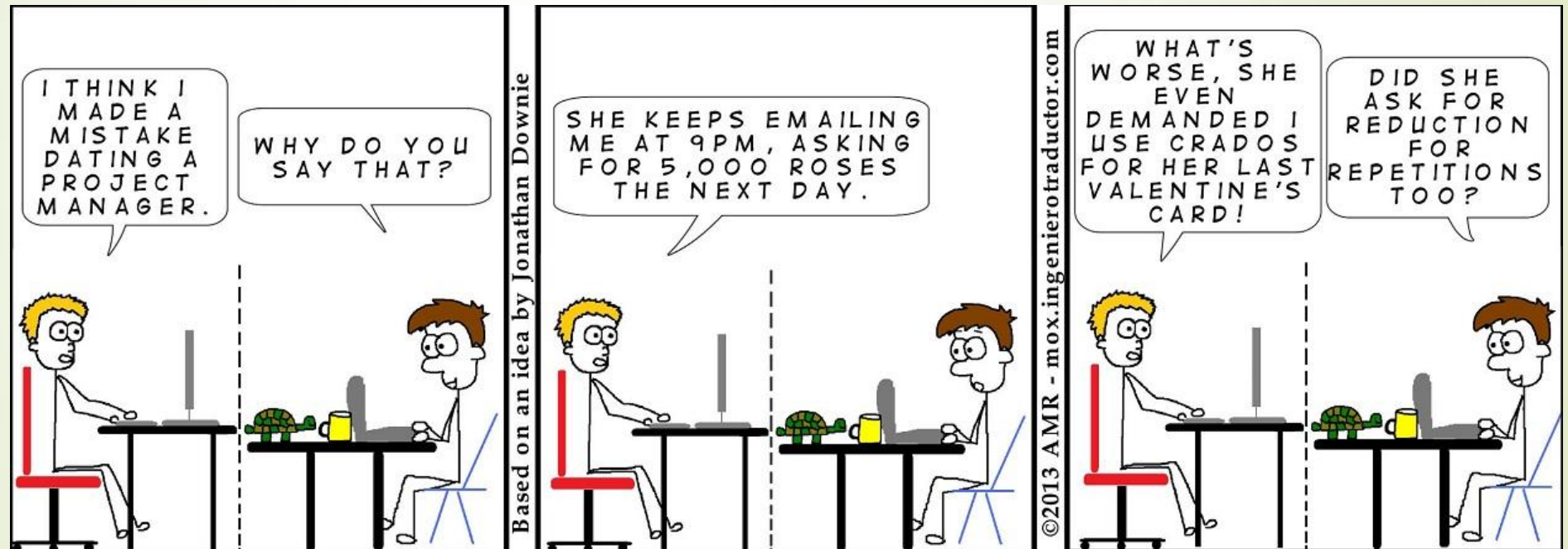
## Translator's experience and competence under ISO 17100 (\*revised version)

*A degree in translation, linguistics or language studies or an equivalent degree that includes significant translation training, from a recognised institution of higher education OR*

*A degree in any other field from a recognized institution of higher education and the equivalent of two years of full-time professional experience in translating OR*

Equivalent of five years full-time professional experience in translating.

# Translator, reviser, reviewer, project manager etc. - the human cycle





# Competences of translators & other professionals involved

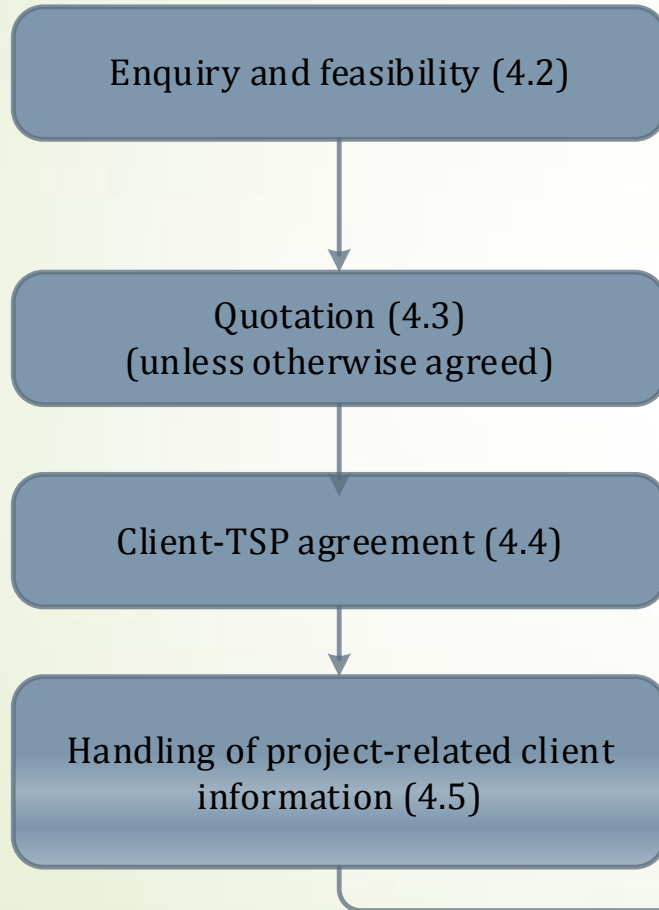
- ▶ As well as setting out the relevant qualifications ISO 17100 defines the competences of:
  - ▶ Translators
  - ▶ Revisers
  - ▶ Reviewers
  - ▶ Project Managers

Under ISO 17100 the TSP has to have a proper recruitment process in place and keep records which show that all the members of their team are suitably qualified.

# Pre-production

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# Pre-production



## Project preparation (4.6)

- Administrative activities (4.6.1)
  - Project registration (4.6.1.1)
  - Project assignment (4.6.1.2)
- Technical aspects of project preparation (4.6.2)
  - Technical resources (4.6.2.1)
  - Pre-production activities (4.6.2.2)
- Linguistic specification (4.6.3)
  - Source language content analysis (4.6.3.1)
  - Terminology work (4.6.3.2)
  - Style guide (4.6.3.3)





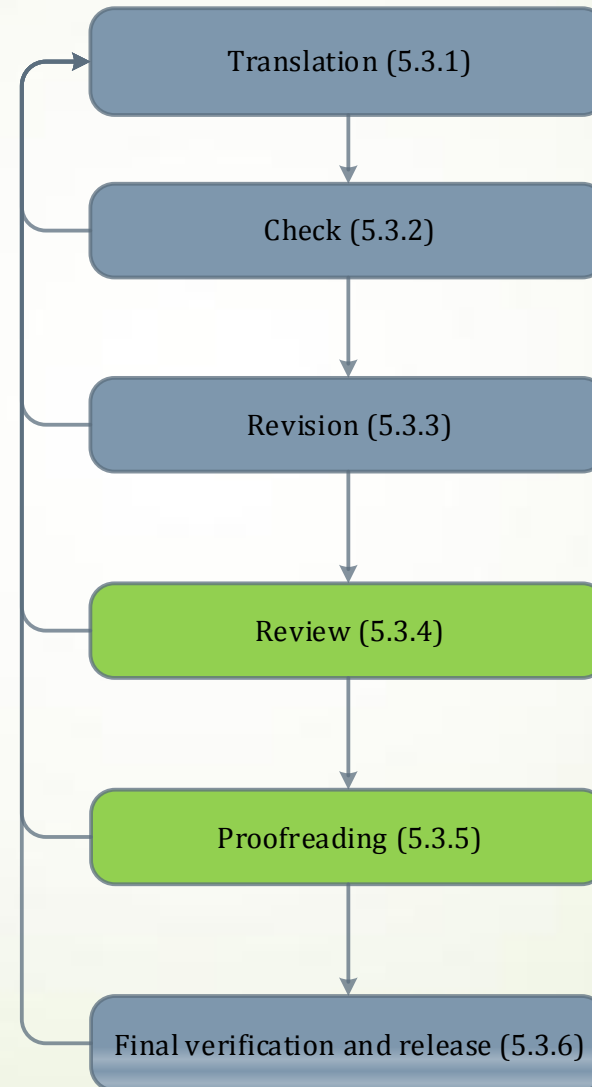
# Pre-production - some important points

- ▶ The TSP is expected to state whether they have the human and technical resources and capabilities to undertake a project or not (feasibility study).
- ▶ The TSP should make sure they have all the relevant information needed to decide whether they can manage the project and how they can deal with it taking into account the deadline, specification etc.
- ▶ There should be an agreement in place between the TSP and client. If this agreement is done over the phone the TSP should send a summary of the agreement to the client.
- ▶ Communication and handling of project related queries is crucial. The TSP has to ensure that queries from translators get answered and information from the client is forwarded to the relevant members of the team.
- ▶ Proper client agreement and handling of all the pre-production tasks (specification, technical, terminology resource management etc.) is crucial for the the ultimate success of the project.

# Production

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# Production





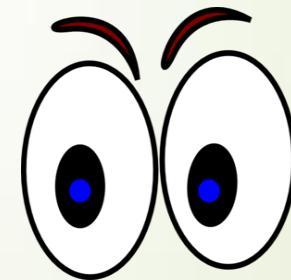
# Key requirements of ISO 17100

## - Project Management & Administration

- Client-TSP agreement
- Responsibilities of the TSP
- PM's competence requirements
- Responsibilities of the PM
- Adherence to specifications and project verification
- Handling of client feedback

## „Two pairs of eyes” principle

Under ISO 17100 each document has to be translated by a suitably qualified and competent translator and then fully revised by a reviser who is as qualified and competent as the translator.





# Post-production

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# Post-production



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Feedback (6.1)

Closing administration (6.2)



# Feedback and Communication

- ▶ Throughout ISO 17100 there is a requirement that the TSP manages communication between the entire project team and the client (this is done by the PM). If reference material or other resources are provided then they should be shared with all the relevant people. Queries from translators should also be answered.
- ▶ Feedback should always be shared with all the team members (and this is not limited to just translators).
- ▶ Additionally, all information and documentation should be kept on file and secure, and then archived.



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# All the ISO annexes are informative – not normative!

## ISO 17100 Annexes

- ▶ Annex A - ISO 17100 Translation Workflow
- ▶ Annex B – Agreements and Project Specifications
- ▶ Annex C – Project Registration and Reporting
- ▶ Annex D – Pre-Production Tasks
- ▶ Annex E – Translation Technology
- ▶ Annex F – Non-exhaustive list of value added services



ISO 17100 in practice - what are the issues and implications?



# ISO 17100 in practice - certification

- ▶ As opposed to EN 15038, ISO 17100 is an international standard and it's up-to-date, so it will definitely be even more significant and popular.
- ▶ The standard was initially available in English, French and German but it is now published in many languages.
- ▶ Certification companies are developing certification schemes for ISO 17100 and TSPs have been certifying against this standard since its publication.
- ▶ The ISO 17100 standard was officially published on 01.05.2015 but actually on 24.04.2015 (Friday night) and the first company in the world (MAart Agency Ltd.) became independently certified on 27.04.2015 (Monday) by Bureau Veritas Certification so don't be surprised if people mention different publication dates.
- ▶ Many clients are aware of the existence of ISO 17100 and are asking TSPs for ISO 17100 certification.



# ISO 17100 certification

## – how to transfer from EN 15038?

- ISO 17100 has formally replaced EN15038 - it was approved by CEN on March 20, 2015, and as EN ISO 17100 it supersedes EN 15038:2006!
- So, if you are in the translation and/or localisation business you are and will definitely continue to be effected by this standard in the foreseeable future and should be at least using it!
- If you are EN15038 certified, then you need to know how to transfer to ISO17100.
- It is important to understand that EN 5038 is not just an older version of ISO 17100, and ISO 17100 certification is by no means an automatic process .
- The transfer cannot be automatic because ISO 1700 covers more areas than 15038 and so the certification requires a proper compliance audit.

# ISO 17100 certification – options and issues

- Given that there is a 2-year transition period for certification following the publication of a new version of a standard, so you can either:
- **A)** stay EN 15038 certified for the next year or until your current certification expires, and then prepare and certify against ISO 17100 ;
- **B) or** undergo a full audit and certify against ISO 17100 now - you will then have 2 certificates (EN 15038 and ISO 17100) for a while;
- **C) or** undergo a simplified audit (covering those areas of ISO 17100 that are not covered or insufficiently covered by 15038) – in order to transfer from EN 15038 to ISO 17100 immediately (and then you will just have the ISO 17100 certificate).
- GOOD ADVICE::
- Given the fact that the interim period for transferring from EN 15038 to ISO 17100 has been defined under the accredited certification schemes as 2 years – this means that this will end in May 2017 and you should complete you should all transfer before that deadline.
- If you just want to implement the standard then self-declaration might suffice but if you actually want to certify then always go for proper certification by a reknown body that has industry accreditation – otherwise it might be a waste of money.
- Don't be tempted by some companies offering to issue a new certificate for a small fee on the basis of your old EN1538 certificate or some sort of self-declaration certificate. This might be challenged by your competitors or clients and it is not worth risking your reputation.



# Why implement ISO 17100

- Even if you decide not to go for certification, implementation of the standard will help you map and improve your translation process;
- Consistent implementation and use of ISO 17100 terminology will have an impact on the content of your sales and marketing materials, and the way you communicate with your clients and vendors;
- The implementation of such a standard demonstrates (both internally as well as externally) the management's commitment to constant improvement and quality management.
- ISO17100 provides information on what is the prevailing industry benchmark for minimum translation process requirements aimed at quality, and the relevant unified terminology and key definitions.

# The objective cost and relative value of ISO certification ☺







Thank you  
Any questions?

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