

STAR QUALITY PROCESS

STAR's quality process extends beyond the translation process and starts with the client before translation begins. There are 6 key areas in our process, which we propose to use for this project.



1. Clean Information at the Core.
2. Terminology Management
3. Translation
4. Translation Quality Management
5. In Context Review
6. Final Handoff.

1. Clean Information at the Core.

STAR believes that clean information at the start of all projects is the key to successful multilingual projects. Often a layout issue generated in the original English document may not be found until translation begins. If this is the case then the issue has to be fixed in every language – which is a lot of repeat work. So STAR's reviews all documents it receives first for potential translation issues in advance. This makes the entire process cleaner and easier for the client.

2. Terminology Management & Style Guide

Before translation begins we review the English documentation with respect to terminology. We would recommend all our clients to define their terminology before translation. For certain types of documentation certain words remain in English, whilst other may be translated in a special form. Building a terminology first ensures the quality of your translation as the documents will then be translated in a consistent manner. This also aids the interpretation of the final translated document by your readers. STAR utilises its own commercial terminology tool Termstar to allow us to store your terminology for use on all your projects.

3. Translation

STAR believes that quality translation begins with good people. Most projects are performed in house with STAR translators, thus ensuring a consistent relationship with the client that delivers consistent quality. STAR selects our translators on 3 specific criteria for each client. Each team member is rated on a) Their native language skills b) their industry specific skills, c) their technical ability to work with different types of project.

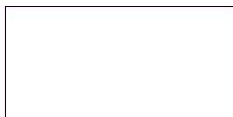
We strive to always have the same people work on your projects. So for you the client we constantly improve your process and translation quality, building on your translation assets and our translation skills for you.

STAR works in many industries and file formats for clients so we focus on delivering the best process and best translation team for each client.

Translation System and Storage

All your translations are stored in the STAR Transit translation memory system. This is a database that stores every line of translation we ever do for you. So you never have to pay to have the same sentence translated twice. This reduces cost and combined with Termstar delivers consistent quality translations.

Transit allows our translators to search for similar terms and paragraphs you may have translated before to ensure accurate translation every time.





4. Translation Quality Management

Following the translation process your translations are proofread by a separate team. This ensures quality as a 2nd pair of eyes will always read your translation in context. Any errors or interpretation issues are relayed back to the translator for fixing. Often during this phase our team can find translation that requires further interpretation from the client. Having read the original source document, questions can often arise concerning whether the translation has transferred the full understanding. Our proofing teams will require a member of your team to be able to clarify such questions. This cycle of knowledge benefits both your internal team communications and the quality of translations we deliver for you.

Proofreading costs are included in our translation pricing so no additional charge is required for this. Proofreading is a key part of all document translation to ensure the correct interpretation has been used in the translation process.

5. Desktop Publishing (DTP) and In Context Review

STAR provides Desktop publishing services to its clients for all languages in all file formats and operating systems MAC, PC, Unix etc.,

Reduced DTP Effort:

A key benefit of working with STAR is that we can work with all major file formats. STAR Transit our translation memory tool is recognized as having some of the best file filters in the world today. This benefits you as we can extract text from virtually any file format for translation. STAR Transit separates the text content from the document layout. We can then translate the text and reintegrate it back into the document for final DTP layout. This process greatly reduces the DTP effort required for your translation projects.

Once proofread we output the final document to its print ready form and it is reviewed for layout and structure. We take a sample of the text again and read it in published form to ensure it delivers the same high quality user view as the original. We deliver these files for the clients for final review in the published form. Some clients opt to proof the final versions themselves internally to ensure that the translated documents we provide read with the same style as requested.

Storage/retention of the translation with a view to future updating.

All STAR projects are translated using the STAR Transit Translation Memory system. STAR Transit is our commercial translation memory system, recognized as the 2nd most popular system in the world today. The product is some 15 years in development and includes file filters for all of the leading file formats.

STAR Transit includes automated quality checks for consistency, terminology usage and file formatting checks. All STAR translators use this system, thus delivering a consistent quality process.

All your projects are automatically stored in Transit's Translation Memory system at no charge. The translation memory is confidential to you and remains your property at all times. This ensures your linguistic assets are constantly maintained and are at your disposal for all future projects.

6. Final Handoff.

STAR then delivers the final files to the client in the required format. We can do this by email, FTP or courier based on client's requirements. We ensure that we deliver to the client a) the final files and b) the sources to those files to enable the client recreate them in the future.

