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## The Key to Unparalleled Commitment to Quality

TransPerfect Translations International, Inc. understands the importance of a quality management system to the success of their global business. Founded in 1992, TransPerfect is the world's largest privately-held provider of language and business services. With a commitment to setting the highest standards for quality and client service in the industry, TransPerfect adheres to a rigorous quality management system that's been fully certified to ISO 9001:2000—the international standard for quality assurance in business-to-business dealings.

### The Situation:

As one of the largest translation companies fully certified to ISO 9001:2000, TransPerfect was already well-versed in managing quality throughout its many locations across the globe. When the European Committee for Standards (CEN) introduced the new EN 15038:2006 standard – the first international quality standard specifically geared towards the translation industry – the quality management team at TransPerfect recognized an opportunity to further hone processes and improve quality.

### Choosing the Right Partner:

After identifying the EN 15038:2006 standard as the next step in the company's ongoing commitment to excellence, TransPerfect needed to find a registrar to perform the necessary evaluation of their quality management system. With over 50 offices on 4 continents, including regional headquarters in New York City, London, and Hong Kong, TransPerfect's audit would be the largest

and most complex to date. As such, the company required a registrar that could meet the challenge of evaluating multiple production centers worldwide using a variety of criteria, including linguistic and personnel qualifications, technical resources, provider/client communication procedures, and overall quality management.

TransPerfect selected TÜV SÜD America to conduct the evaluation. In addition to having the most experience conducting audits for the EN 15038:2006 standard, TÜV offered highly knowledgeable auditors that have an in-depth understanding of quality management best practices and the resources to fully assess TransPerfect's system and processes.

### The Outcome:

The TÜV team's flexibility, sense of urgency, and dedication to helping TransPerfect achieve their goal created an audit process that was both productive and professional. TransPerfect was awarded EN 15038:2006 certification in June 2008. As the first top-5

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provider to earn this certification, TransPerfect further solidified their reputation for providing an unparalleled commitment to quality. With over \$200 million in revenues in 2008, TransPerfect is now the largest translation services provider to hold EN 15038:2006 certification.

### About EN 15038: 2006

EN 15038:2006 was developed by the European Committee for Standards (CEN) to establish and define the requirements for the provision of quality services for translation service providers (TSPs). The standard encompasses the core translation process including commissioning, translation, proof-reading, review, project management, quality control, traceability, and delivery. It helps describe and define the entire service and offers a set of procedures and best practices involved in all aspects of the translation process. The EN 15038 standard is not applicable for interpretation service providers.

“I want to thank the auditors at TUV for being so professional and efficient throughout the certification process. Our number one priority is providing the highest quality language services to our clients, so we are honored and pleased to be the first major translation company to achieve EN 15038 certification.”

- Liz Elting, President and CEO  
TransPerfect Translations Intl., Inc.

### About TÜV SÜD America Inc.

TÜV SÜD America Inc. offers a wide range of services through the globally recognized brand names of TÜV Product Service, Management Service and Industry Service. Headquartered in Peabody, MA, the organization maintains a full-time audit staff in over a dozen locations throughout North America and provides management system certification services to ISO 9001, ISO 14001, AS9100, ISO 13485 and more.

TÜV is a leading EU Notified Body for the Medical Devices, Active Implantable Medical Devices and In Vitro Diagnostic Directives. Additional services include CE Marking assistance, mechanical/electrical product safety, electromagnetic compatibility (EMC), NRTL and SCC certification. Globally, TÜV has issued over 190,000 product and 30,000 quality management system certifications.



### About TransPerfect Translations International, Inc.:

TransPerfect is a family of companies including TransPerfect Translations, TransPerfect Legal Solutions, Translations.com, and Deal Interactive, as well as specialized staffing, transcription, and multicultural marketing divisions.

With over \$200 million in revenues in 2008 and more than 1,100 full-time employees, TransPerfect is the largest privately held language services provider in the world, as well as the largest to be fully ISO 9001:2000 certified. From over 50 offices on 4 continents, TransPerfect offers a full range of services in over 100 languages to multinationals worldwide. These services include translation, interpretation, transcription, multilingual typesetting/graphic services, subtitling/voiceovers, website globalization, software localization, multicultural marketing, staffing solutions, e-discovery, deposition services, and virtual data rooms.

TransPerfect is headquartered in New York and has regional headquarters in London and Hong Kong. For more information, please visit our website at [www.transperfect.com](http://www.transperfect.com).

## TÜV SÜD America Inc.

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