



**Work Standards of
the Association of Romanian Translation Agencies**

ABTR
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For quality translations 

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Preamble

This document represents a guide including the most important aspects of the activity performed by the members of the Association of Romanian Translation Agencies.

The guide is compulsory for all the ABTR members; its application and the observance of its provisions are the responsibility of each member. The proven complaints regarding the non-observance of these standards may constitute, based on the resolution of the General Assembly of the Associates, the basis for the exclusion of such member from the association.

Chapter 1 Introduction

The Association of Romanian Translation Agencies is a non-governmental organization whose main objectives include:

- To establish minimal quality translation standards for all the players on the Romanian market;
- To respect the rules of the loyal competition;
- To combat the illegal work in the field of translations;
- To promote the Association among the international bodies of the same nature;
- To establish a mediation procedure for potential disputes between the Association's members and their clients regarding the quality of the translation services;
- To organize debates, conferences, round tables and other events focused on the state of the Romanian translation market;
- To edit courses, publications, journals, albums, brochures, flyers; to organize courses, seminars, round tables, study workshops, with internal or/ and international participation, with permanent or temporary character, for professional training in the field of translation;
- To grant stipends and awards in order to stimulate the professional activity in the Association's fields of interest.

The main role of ABTR is to establish the framework for the development of the translation agencies' activity so that to deliver a high level of client satisfaction and to support those members who provide quality services.

Chapter 2 Tendering

2.1 All the offers for translation services shall be transmitted to the clients in writing. The offer must include:

- The company identification data;
- The firm price;
- The term for delivery.

All these elements are compulsory.

Any possible litigation between a member of ABTR and its client will have as contractual basis the offer provided by the translation agency and accepted by the client.

2.2 All the orders shall be accepted only in a written form:

- Acquisition order;
- Contract;
- E-mail message stipulating the client's agreement for the offer received.

The order will replace the contract and guarantee the client the application of the quality standards regulated hereby.

2.3 The default measurement unit for translations is the word of the source text.

The un-editable texts whose number of words can be calculated only in the target text will be counted in the end, after finalizing the translation. In such cases, the client will receive, before initiating the order, an estimated value with the specification that the real value of the order will be recalculated at the end of the translation, according to the number of words of the target text.

2.4 The counting of the texts will be made in order of importance, with:

- TRADOS, DejaVu and other programmes (for Computer Assisted Translation) or
- Microsoft Word or
- Any other program agreed upon with the client.

2.5 The quotation for interpreting services shall also include the time necessary for the transport of the translator from the translation agency's office to the place where the interpreting service will take place.

2.6 All the offers drawn up by the ABTR members will mention the fact that these documents are conceived according to the ABTR work standards.

2.7 A fiscal document attesting the delivered service will be issued for all the services delivered to the clients by the ABTR members.

Chapter 3 Internal workflow

3.1 The translation agency will implement a working system including the translation memory programmes or at least a minimal system for creating, updating and using glossaries.

3.2 Any translation work shall follow the quality standards provided under Chapter 4 hereof. All the translations include:

- Step 1: translation;
- Step 2: proofreading.

Proofreading shall be made by another translator, a person qualified in this sense.

The following services are exempted from proofreading: interpreting, online translations and translations for which the client expressly requires such an exemption.

Any proofreading will be made according to the parameters specified under article 4.2.1.

3.3 Each member shall have an internal document certifying the proofreading of the translations.

3.4 The delivery term agreed upon with the client shall stay mandatory until the completion of the order. If the order delivery is delayed due to a force majeure case or any other reason, the ABTR member shall inform the client as soon as possible and establish together with the client the most convenient deadline for the delivery of the translation project.

3.5 Each member of the Association shall have his own system regarding proofreading and how his translators and subcontracted translation agencies are tested. The client will be ensured with respect to the personnel in charge with his translation project, as being tested and qualified for such work.

3.6 Any agreement regarding the subcontracting of the translation services to other translation agencies or freelance translators shall be made in writing, prior to placing the order.

3.7 The translations made by the ABTR members are impartial, meaning that they are not influenced by the opinions and beliefs of the personnel in charge with the respective translation order, and the translation's objectivity is always maintained and no subjectivity is involved.

Chapter 4 Translation quality

4.1 Delivering the highest quality services to clients shall be the main objective of all the ABTR members.

The member agencies shall do all their best to provide translation works at the highest quality level, according to the conditions imposed (budget, delivery deadlines, specifications).

4.2 The quality level of the translation works can be analyzed as follows.

4.2.1 Types of errors:

Category	Examples
Accuracy	<ul style="list-style-type: none"> ▪ The meaning of the target text does not match the one of the source text ▪ Omissions or additions ▪ Texts (or paragraphs) not translated
Terminology	<ul style="list-style-type: none"> ▪ Incorrect terminology ▪ The non-observance of the terminology or glossary provided by the client ▪ Inconsistency in using terminology
Grammar	<ul style="list-style-type: none"> ▪ Grammar errors ▪ Spelling errors ▪ Punctuation errors

Style	<ul style="list-style-type: none"> ▪ Inadequate style for the scope of the work ▪ The topics does not match the topics of the target language ▪ The translation does not match the target group
Country Standards	<ul style="list-style-type: none"> ▪ The date format is not adapted to the national specificity of the target language ▪ The currency and the sums are not converted to the format of the target language ▪ Inadequate examples for the culture of the target language ▪ The British/American measurement units are not converted to the metric system and vice-versa
Consistency	<ul style="list-style-type: none"> ▪ The text references are not updated ▪ Inadequate Index entries
Formatting	<ul style="list-style-type: none"> ▪ Inadequate font formatting ▪ Translation delivered in a format other than the requested one ▪ The page formatting does not match the original

4.2.2 The maximum number of errors allowed

Severity level	Examples
High	<ul style="list-style-type: none"> ▪ Errors that change the whole meaning of the document ▪ Errors that may cause damages ▪ Errors in the most important parts of the document (titles, covers)
Medium	<ul style="list-style-type: none"> ▪ Errors that change the whole meaning of a sentence, paragraph or message ▪ Errors that reflect an inadequate general style

Low	<ul style="list-style-type: none"> ▪ Any error that doesn't have the severity of those mentioned above ▪ Minor errors that don't change the meaning of the text, but are noticed ▪ Formatting: the inadequate use of the text styles BOLD and <i>ITALIC</i> ▪ The inadequate use of the punctuation marks and of the capitalized words
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4.2.3 The maximum number of errors allowed

The number of points for each error are marked in the table below:

Severity level of the error	Low	Medium	High	Max. allowed
Accuracy	1	3	5	3.0
Terminology	1	3	5	3.0
Grammar	1	3	5	3.0
Style	1	3	5	3.0
Country Standards	1	3	5	3.0
Consistency	1	3	5	3.0
Formatting	1	3	5	3.0
Total of 1,000 words				10.0

The score corresponds to a text of 1,000 words.

4.3 The grid above represents the official model approved and applied by all the ABTR members to evaluate the errors of a translation work.

4.4 The complaints regarding the quality of the services provided by a translation agency will be registered with ABTR after the client pays an amount of money considered as fee for the arbitration of the litigation. If the client wins, the fee will be integrally returned to him; otherwise, it will be considered as advance payment of the arbitration expenses.

4.5 The ABTR members shall reply within maximum 7 days to the complaints received from the clients. The answers shall be in writing.

4.6 The ABTR members shall review, free of charge, a translation delivered to a client if the translation failed to meet the minimal quality level required by the standards hereof.

4.7 The default forum to arbitrate the litigation involving an ABTR member and his client is ABTR, except for the cases in which the client, as part of the litigation, does not accept such a thing. Therefore, another translation service provider will be accepted for arbitration, after being agreed by both the client and the ABTR member.

The Association, as arbitrator of the litigation, according to the arguments presented by the 2 parties involved shall:

- Carry out its own investigation;
- Be allowed to authorize an independent translator in order to draw up another report regarding the quality of the translation work (as the case is); the translator shall have an attested experience in the translation field;
- Decide which party is right;
- Communicate to the parties the solutions to be followed;
- Supervise the implementation of the decisions made.

4.8 The party proved as guilty in a litigation case will bear all the arbitration expenses. Upon request, all the expenses will be justified with photocopies of the payment documents.

4.9 ABTR will provide its clients, against a fee, with a service that will allow them to request an independent opinion upon the quality of the translation delivered by a member of the Association. This opinion may belong to a person other than the ABTR forum. The role of such service will be to offer evidence to the client regarding the quality of the translation and to make him trust the services delivered by the ABTR member.

Chapter 5 Other rights of the clients

5.1 The intellectual property right related to translation belongs to the client once the financial obligations for the service delivered are fulfilled.

5.2 Any client who benefits from the services of the ABTR members has the right to confidentiality for the materials subject to translation. All the materials provided by the client for the translation will be considered as confidential material by the ABTR member and by any of his employees or subcontractors.

The confidential material shall not be disclosed or published by the ABTR member or by any of his employees or subcontractors without the express consent of the client, except for the cases where the law requires such disclosure.

5.3 The ABTR members shall grant the clients the right to be correctly informed, through a series of measures. Therefore, all the members shall:

- Have a website containing information about the respective translation agency, contact details of the agency and, if possible, the presentation of the permanently employed translators;
- Provide, upon request, information regarding the experience in the requested translation field;
- Provide reference letters received from the clients;
- Inform the client, upon his request, about the provisions of these Work Standards.

5.4 The clients have the right to request and receive, against a fee, for a 1-year period from the end of the service delivery, copies of the target materials received upon finalization of the order. The ABTR members shall properly archive and keep in electronic format the materials resulted from the translation order.

5.5 If, upon the client's request, translation memory programmes were used during order processing, the client is entitled to request and receive the resulted translation memory, being considered as part of the intellectual rights acquired once the financial obligations are fulfilled to the translation provider.

This document was drawn up in order to guarantee adequate quality conditions to the ABTR clients.

The document comes into effect at the date of its signing by the members of the General Assembly of the Associates and has immediate applicability.

Signers

1. Alta Lingua S.R.L.

Represented by Lucian Dumitrescu, Managing Partner

2. Smart Soft Serv S.R.L.

Represented by Andrei Nădejde, General Manager

3. Central European Translations S.R.L.

Represented by Hermann Korte, Administrator

4. Graal Soft S.R.L.

Represented by Matei Dumitrescu, Manager