



The Work Standards of the Association of Romanian
Translation Agencies
(ABTR)

ABTR
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Preamble

The present document represents a guide that includes the most important aspects regarding the activity of the Association of Romanian Translation Agencies members. The guide is compulsory for all the ABTR members; its application and the observance of its provisions are the responsibility of each member. The demonstrated complaints regarding the inobservance of these standards may constitute, by agreement of the decision taken by the General Assembly of the Associates, the basis for the exclusion of that member from the association.

Chapter 1: Introduction

The Association of Romanian Translation Agencies is a non-governmental organization that follows the following main objectives:

- To establish minimal translation standards for all the players from 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 organizations from the same field;
- To establish a mediation procedure for the possible dissensions between the Association's members and their clients, regarding the quality of the translation services;
- To organize debates, conferences, round tables and other events centered on the situation of the Romanian translation market;
- To edit courses, publications, revues, albums, brochures, flyers; to organize courses, seminars, round tables, study workshops, with internal or/and international participation, with permanent or temporary character, targeted to the professional training in the field of translation;
- To grant stipends and awards, in order to stimulate the professional activity in the interest fields in which the Association is concerned.

The main role of ABTR is to establish the framework for the development of the translation agencies' activity, in order for them to provide a high quality level to their clients and to support the members that provide quality services.

Chapter 2: Tendering an offer

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

- The identification data of the company;
- The 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 written form:

- Acquisition order;
- Contract;
- E-mail message, which would stipulate the client's agreement for the delivered offer.

The order will be the placeholder for the contract and will guarantee the client the application of the quality standards regulated in the present guide.

2.3 The default measure unit for the translations is the word of the source text. The un-editable texts, whose number of words cannot be calculated other than in the target text will be counted in the end, after finalizing the translation. In such cases, the client will receive, before implementing the order, an estimated value with the mention 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, according to their importance, with:

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

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

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

2.7 A fiscal document that will prove 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 that would include the memory programs of the translation or at least a minimal system for creating, updating and using glossaries.

3.2 Any translation work shall follow the quality standards provisioned in Chapter 4 of the present guide. All the translations include:

- step 1: translation;
- step 2: review.

The review of the translation shall be made by other translator, who is qualified for this job.

There are excluded from review the services of interpretariat, the online translations and the translations in which the client himself requires this. All translation reviews will be made according to the parameters specified in the article 4.2.1.

3.3 Each member shall have an internal document that will prove the review for the translations.

3.4 The delivery term agreed upon with the client shall stay unchanged until the finalizing of the order. In case the order delivery is delayed, because of a major force reason or because of any other reason, the ABTR member shall inform the client as soon as possible and shall 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 for reviewing and testing the subcontracted translators and translation agencies which he works with. The client will be ensured upon the personnel in charge with his translation project, as verified and qualified for the respective work.

3.6 Any dissension regarding the subcontracting of the translation services to other translation agencies or freelancer translators will be made in written, before the order.

3.7 The translations delivered 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 kept, with no subjectivity involved.

Chapter 4: Translation quality

4.1 All the ABTR members shall have as main goal the delivery of high quality services to their clients. The member agencies shall do all that's possible in order to deliver the 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 inobservance 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 measure 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 other format than requested The page formatting does not match the original

4.2.2 The severity levels of the errors

Severity level	Examples
High	<ul style="list-style-type: none"> • Errors that change the overall 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 remarkable • 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

4.2.3 The maximum number of errors allowed

The 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 number of points 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 for a translation work.

4.4 The complaints regarding the quality of the services provided by a translation agency will be registered to 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 retainer for the payment of the arbitration expenses.

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

4.6 The ABTR members shall review, free of charge, a translation delivered to a client if it didn't reach the minimal quality level required by the standards of the present guide.

4.7 The default forum that will arbitrate the litigation involving an ABTR member and his client is ABTR. Exceptions are the cases in which the client, as part of the litigation,

doesn't accept. Therefore, another translation services 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:

- Will carry on its own inquiry;
- Will be allowed to authorize a freelancer translator, in order to draw up another report regarding the quality of the translation work (if the case); the translator shall have an attested experience in the translation field;
- Will decide on which of the parties is right;
- Will communicate to the parties the solutions to be followed;
- Will supervise the implementation of the decisions taken.

4.8 The party proved as guilty in a litigation case will support all the arbitration expenses. All the expenses will be justified by photocopies of the payment documents, upon request.

4.9 ABTR will provide to its clients, for a fee, 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 ABTR. The role of the service will be to provide the client a proof 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 copyright for the translation belongs to the client, after the payment of the financial obligations for the delivered service.

5.2 Any client who beneficiates from the services of the ABTR members has the privacy right for the materials. All the materials provided by the client for the translation will be considered as confidential material by the ABTR member and by all his employees or subcontractors. The confidential material shall not be disclosed or published by the ABTR member or by any other of his employees or subcontractors without the specific consent of the client, apart from the cases where the law enforces it.

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 specific translation agency, the contact details of the agency and, if possible, the presentation of the permanently employed translators;
- Shall provide, upon request, information regarding the expertise in the requested translation field;
- Shall provide letters of recommendation received from the clients
- Will inform the client, upon his request, about the provisions of the present work standards

5.4 The clients have the right to request and receive, for a fee, for 1 year after the end of the delivered service, copies of the target materials, which were received when the order was finalized. The ABTR members shall properly archive and keep in electronic format the materials resulted from the translation order.

5.5 If, when the order was processed, there were used - upon the client's request - translation memory programs, the client has the right to request and receive the resulted

translation memory, as it is considered part of the intellectual rights acquired after the payment of the financial obligations to the provider.

The present document was conceived with the purpose to grant 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