

Abstract of the presentation of Gabriele Sauberer

TermNet, International Network for Terminology

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Quality assessment in the translation and language industries: Is Australia equipped to comply with international standards? EN 15038 certification and the European Terminology Manager accreditation for smaller companies and individuals.

Competition in the translation and language industries is getting more and more challenging all over the world. The quality of the translation itself and the quality of the service provided are key success factors for translation service providers (TSPs) at national, regional and international level. Increasingly certification against the European Standard EN 15038 on translation services is a prerequisite to get or keep business partners in Europe and Canada, where the national standard is based on EN 15038. In addition, many industries where safety and security matters, such as the automotive, aviation or health industries, assess the quality of translated technical documentation and user manuals on a regular basis. After lost cases and damaged reputation these industries are aware of their liability for the translation of the technical documentation as part of the product. Since correct and consistent terminology is key in both text quality and service quality of translations, the international Network for Terminology (TermNet) initiated two international certification and accreditation activities, namely LICS[®] – The Language Industry Certification System (www.lics-certification.org) and the ECQA Certified Terminology Manager, ECQA standing for European Certification and Qualification Association (www.ecqa.org). The presentation gives an overview of the products and services of these certification platforms, showing how smaller companies, individuals and One Person Enterprises (OPEs) can get fit for international quality assessments in the field of translation and terminology. The steps and procedures of preparing and applying for the internationally recognised certificates available so far will be introduced.

Short CV



Gabriele Sauberer (gsauberer@termnet.org) is the executive secretary (CEO) of TermNet (www.termnet.org). She is an experienced project, diversity and quality manager and acts as expert in various standardization committees, e.g. for terminology, translation, knowledge and diversity management. Gabriele has been pioneering in the field of process improvement, quality and certification for the language industry, e.g. by co-founding LICS, the Language Industry Certification System together with Austrian Standards Plus Certification (<http://www.as-plus.at/en/>). LICS was the first certification body to introduce a certification scheme for the European Standard EN 15038 Translation Services – Service Requirements and has since been successfully certifying translation service providers in Europe and around the world (<http://www.lics-certification.org>). Gabriele is a certified EN 15038 lead auditor and initiates trainings for EN 15038 LICS auditors and ECQA Certified Terminology Managers world-wide.