

## **Quality Management Policy**

We offer high-quality translation services for a wide variety of sectors: electronic engineering, human resources, finance, IT, transportation, marketing, legal, medicine, health care, pharmaceuticals, tourism, education, video games, and more.

We are committed to complying with all applicable requirements. Hence, we approach each project with a proactive attitude and the conviction that it will be done with the highest quality standards, regardless of volume or complexity.

Our main strategic objective is to meet the needs of every client and provide excellent service with the highest quality standards. Guided by this Policy, we established specific objectives to make this possible:

- We work exclusively with professional translators/editors who have earned a degree in technical-scientific and literary translation, certified translation, or related fields.
- We work exclusively with native linguists who translate into their native language.
- We utilize a grading and feedback system that allows us to track the performance of our translators and editors on every project.
- We handle all projects through an internally developed, cloud-based project management system.
- We use the latest technology in computer-aided translation tools (CAT Tools) to manage translation memories and term bases.
- We have Quality Assurance Managers who are responsible for the final version of our projects and guarantee compliance with the highest quality standards.
- We constantly make improvements to our work and methodology system to ensure maximum efficiency in every process.

Since 2016, we have used a quality management system based on the ISO 9001 standards that we continually strive to improve, as well as all of the processes involved in it. In 2018, our management system was adjusted to comply with the ISO 17100 standards.