

Quality Policy Manual (QPM)

TRANSLINGUIST

UAE: TransLinguist Translation and Document Clearing LLC

UK: TransLinguist (UK) Limited

USA: TransLinguist Inc

www.translinguist.com

Statement of Authority

TransLinguist recognizes its responsibilities to fully comply with all contractual and elicited requirements. Towards this end, TransLinguist has developed a comprehensive Quality Management Policy. This policy establishes company-wide control that minimizes the possibility of compromises, which could affect service quality and client reliability. The quality management policy is complete and responsive to all current requirements necessary to completely fulfill our client's demands.

This TransLinguist Quality Policy Manual provides the foundation for the quality management system which is implemented through the associated procedures and work instructions. These procedures and work instructions are directive documents which define specific actions and assign responsibility for these actions as to who, where, when and how each procedure is to be performed. Compliance with the Quality Policy Manual and the associated quality procedures and work instructions is mandatory for all individuals involved in each project.

TransLinguist Production team has been appointed as the Management Representative and delegated the responsibility and authority for implementation of the Quality Management System, including control of the Quality Policy Manual, the issuance of procedures and work instructions, and liaison with internal and external parties regarding the quality.

A representative (an "Authorized Person") has been appointed to: effectively coordinate activities with respect to requirements intended for use in potentially all cases; conducting document reviews, where appropriate, mark the required edits and act accordingly of the project initiated at production-end and ensure its deliverables.

TransLinguist Quality Management System

1. General

1.1 General

TransLinguist's Quality Management System:

- a. Recognizes the need to demonstrate its ability to consistently provide quality service that meets customer and applicable contractual requirements, and
- b. Aims to enhance customer satisfaction through the effective application of this system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable requirements.

1.2 Application

TransLinguist's quality management system, as defined in this Quality Policy Manual and referenced documents, applies to all TransLinguist operations and services / projects.

1.3 Scope

Translate, Notarize, Apostille, Hague convention, legalize by stamp, Editing, Proofreading, copywriting/content writing and Designing of documents. Interpretation – Simultaneous as well as Continuous and Transcription in all languages - if acceptable.

We as company try our best to provide and manage the best possible service for our clients, although in the event of urgent requests and rush jobs, TransLinguist does not guarantee a 100 percent quality due to time restraint issues. Therefore, to achieve the best quality service, please ensure enough time is provided for the required projects.

2. Reference Numbers

For each project a unique reference number is generated in our management system for tracking the whole phase of the project, all the edits / amendments are archived against each reference as per the clients request and order throughout the project lifecycle.

3. Terms

The following terms are used to describe the supply process:

Client Account Manager Production Executive Account Manager

4. Quality Management System

4.1 General Requirements

TransLinguist has established a Quality Management System (QMS) that is documented in this Quality Policy Manual and the associated procedures and work instructions. TransLinguist has implemented and continues to maintain this quality management system. We are committed to continually improve our effectiveness. TransLinguist's Quality Management System addresses customer and applicable statutory and regulatory QMS requirements. This quality management system ensures that the service conforms to the type described by the client.

Specifically:

- a. TransLinguist has identified the processes needed for the Quality Management System (including management activities, provision of resources, service realization and quality assurance measurement) and their application throughout the company.
- b. TransLinguist has determined the sequence and interaction of these processes.

4.2 Management Review Process

- Customer Satisfaction Analysis of Data CARs, Customer Complaints
- Internal Quality Assurance
- Recommendations for Improvement
- Status of deliverables Intended for delivery within the internal team.
- Delivery over to the client of the amended service and their comments on it

4.3 Determination of Requirements Related to the Service

TransLinguist determines:

- a. Requirements elicited by the customer, including the requirements for delivery and post-delivery activities.
- b. Requirements not stated by the customer but projecting a definite use, when known such as alignment and formatting of a document when coming in for translation.
- c. Any requirement or project related service required from the client.

4.4 Review of Requirements Related to the Service

TransLinguist thoroughly reviews requirements related to our services. This contract review is conducted prior to the company's commitment to supply a service to the customer (e.g. submission of proposals, acceptance of contracts or orders, acceptance of changes / amendments to service or orders) and ensures that;

- a. Service requirements are defined and documented

- b. Contract or order requirements differing from those previously expressed are resolved (where service requirements are changed, relevant documents are amended and relevant personnel are made aware of the changed requirements).
- c. Ensuring the company has the ability to meet the defined requirements or else involving the external work force
- d. Risks (e.g. new technology, short delivery time frame) have been identified.
- e. The review shall ensure that the customer requirements are compatible with our delivery and quality policy.

5. Risk Management

Quality Planning defines TransLinguist's process for managing risks to the achievement of applicable requirements, including but not limited to:

- a. Assignment of risk management responsibilities.
- b. Defines risk register (likelihood, consequences, risk acceptance).
- c. Identification, assessment and communication of risks throughout service realization.
- d. Identification, implementation and management of actions to mitigate risks.
- e. Acceptance of minor risks remaining after implementation of mitigating actions.
- f. Records of risk management are maintained to avoid them in future.

5.1 Corrective Action Response Process (CAR)

TransLinguist shall take action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

Records of all customer complaint investigations shall be maintained. If investigation determines that activities were contributed at TransLinguist's end as per the customer complaint, relevant information is exchanged with the teams / individuals involved (e.g. Translators, subcontractors, suppliers, Quality Assurance members). If a customer complaint is not followed by corrective and / or preventive action, the reason is authorized and recorded.

TransLinguist procedure detailed requirements for the Corrective Action Response process:

- a. Reviewing nonconformities (including customer complaints).
- b. Determining the causes of nonconformities.
- c. Evaluating the need for action to ensure that nonconformities do not occur.
- d. Determining and implementing action needed, including, if appropriate, updating documentation.
- e. Records of results of any investigation and action taken.
- f. Reviewing the corrective action taken and its effectiveness.
- g. Flowing down corrective action requirements to a supplier when it is determined that the supplier is responsible for the nonconformity.
- h. Specific actions where timely and/or effective corrective actions are not achieved.

NOTE: Examples of Corrective action opportunities include risk management, error proofing, design issues, stylistic changes reported by client and information on problems reported by external sources especially in the case of localization.

6. Control of Records

TransLinguist establishes and maintains records to provide evidence of conformity of the requirements and of effective operation of the quality management system. Records shall remain legible, readily identifiable and retrievable for future need.

TransLinguist maintains records for a period of time at least equivalent to the lifetime of the contract with the client.

TransLinguist Quality Records defines controls needed for identification, storage, protection, and disposition of records (e.g. those arising from requirements, customer order, contract review, training records, Quality Assurance tests, sub-contractor evaluation including records that are created by and/or retained by suppliers).

7. Control of Outsourced Processes

When a process that TransLinguist needs for its Quality Management System is performed by an external party, that process is considered to be outsourced. This includes processes for provision of eligible resources, service realization, analysis as per the requirement. When any process that affects service conformity with requirements is outsourced, TransLinguist ensures control over such processes. In ensuring such controls, TransLinguist continues to be responsible for all customer requirements.

The type and extent of control applied to the process is influenced by factors such as:

7.1 Internal Communication

Senior management ensures that appropriate communication methods are established throughout the Production team and external parties as well and that the communication takes place regarding effectiveness of the quality management system. These communication methods include, but are not limited to Emails, calls and Skype.

8. Provision of Resources

TransLinguist determines and provides the resources needed;

- a) to implement and maintain the quality management system and continually improve its effectiveness,
- b) to enhance customer satisfaction by meeting customer requirements and
- c) to meet regulatory requirements.

8.1 Human Resources – Employee Hiring & Development Process

For each post, Management establishes job description and specifications, job title, remuneration scale, the job profile indicating the key performance areas of the post or posts; primary outcomes to be achieved by the incumbent and the minimum level of skills, knowledge, attributes and competencies required of the incumbent whether be inhouse or as an external (3rd party) involvement.

At least once a year, management shall: review the job description, job titles and where necessary redefine them to ensure that they remain appropriate and accurate and make the necessary adjustments to the performance management system to ensure compatibility with the job descriptions.

Management shall apply the performance appraisal system to ensure that work of equal value receives equal remuneration and reward; to assist in achieving effective organization of work and to determine appropriate remuneration of work. Where Management evaluates any job or post in the staff structure, it shall apply an approved job evaluation system or systems.

We fully support staff development that focuses on not only developing the individual but also the context within which he/she fulfils their job function. Education, Training and Development efforts must support work performance and career development of the employee in his / her field of work. Both training and development should be driven by the needs of the organisation and of the employee linked strategically to broader human resources aimed at enhancing employment equity and representation.

8.1.1 General

Associates performing work affecting service quality shall be competent on the basis of appropriate education, training, skills and experience. Unless specifically excluded by management, all Translators, Proofreaders, Desktop Publishers, Designers, Interpreters, Notarizers, Transcriptionists, Voiceover providers, Legal stamping providers, apostille service providers or any new requirement that requires an external or an inhouse associate are periodically examined for service provision; the frequency and standards for this examination are specified within the HR Policy manual.

8.1.2 Competence, Awareness and Training

- a) Determines the necessary competence for personnel performing work affecting service quality and documents in job descriptions and career development plans. Competence is initially evaluated using information obtained from the employment application and pre-employment interview
- b) Provides training or takes other actions to satisfy competency needs
- c) Evaluates effectiveness of the actions taken through post training evaluations, a performance appraisal after a 90-day probation period and annually thereafter and through career development plans
- d) Ensures that its associates are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives
- e) Maintains appropriate records of education, training, skills and experience
- f) Ensuring a proper test phase where the quality is assessed and further approved by already working skilled professionals
- g) Ranking associates accordingly of their experience and quality and improving their rank further, provided they acquire proper training to improve their quality of work.