

Certification Scheme S06

**Translation Service
Provider according to
ISO 17100
ISO 18587
ISO 20771**

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1 Scope

This certification scheme specifies the procedure to certify the services of translation service providers according to the International Standards ISO 17100¹, ISO 18587² and ISO 20771³.

Applicants may choose to seek certification according to each of the above-mentioned standard(s) individually or any combination thereof.

Certification shall meet the requirements of ISO/IEC 17065⁴.

2 Application

2.1 The applicant shall file an application using the form provided by the certification body.

2.2 The applicant shall appoint a contact person for the certification process.

2.3 The application shall specify the desired scope of certification in terms of business sites to be covered.

2.4 Together with the application the applicant shall provide documentation on the services to be certified. This documentation shall contain the following:

- the general features of the applicant, including its name and the address(es) of its physical location(s) where services are provided,
- description of the structure of the applicant, including company profile, any specializations, etc.,
- description of the processes implemented by the applicant,
- average number (related to the past 12 months) of employees working in the relevant sites,
- average number of translators (employed and free-lance, related to the past 12 months).

3 Initial and recertification audit

3.1 Remote audits

Initial and recertification audits may be conducted by remote techniques provided that the technological prerequisites are met. In case that technological prerequisites are not met, the audit shall be conducted by means of an on-site visit. The final decision which format will be applied shall be taken by the certification body.

3.2 Multi-site audits

In case that a service provider operates more than one site which are to be covered by the scope of the certificate, it is permissible to select a sample amongst the sites covered by the certification process. The certification body shall specify the number and location of the sites to be audited within the scope of the certification.

¹ ISO 17100:2015-05-01 Translation Services - Requirements for translation services

² ISO 18587:2017-04-15 Translation services - Post-editing of machine translation output -- Requirements

³ ISO 20771:2020-04-01 Legal translation - Requirements

⁴ ISO/IEC 17065:2012-09 Conformity assessment - Requirements for bodies certifying products, processes and services

3.3 Conduction of the audit

3.3.1 The initial and recertification audit shall audit all requirements specified in the relevant standard(s). Independently of the format of the audit the audit shall comprise of the following elements:

The audit shall comprise of interviews with the following persons/functions of the service provider:

- a) CEO / head of the service provider;
- b) Translators, post-editors / freelancers / vendors;
- c) project managers;
- d) interviews with other staff in charge of tasks relevant to the certification criteria (e.g. Human Resource, Quality Management if applicable).

The audit shall comprise of at least the following checks:

- a) review of records and documentation of the procedures of the service provider,
- b) review of records and documentation of translation jobs conducted by the service provider,
- c) review of records and documentation of translators, posteditors database and selection procedure for translators,
- d) examination of the technical resources in use with regard to their availability and suitability for the translation projects carried out,
- e) examination of project management, project management tools.

3.3.2 At the end of the audit, the Lead Auditor will analyse all information and audit evidence gathered during the audit to review the audit findings and specify the audit conclusions.

3.3.3 During the concluding meeting with the responsible management of the service provider, the Lead Auditor will present the audit conclusions and will specify further steps to be taken.

3.4 Audit findings

In case that deviations from the requirements of the standard be found, appropriate corrective actions will be specified by the Lead Auditor. Deviations shall be classified as follows.

3.4.1 Minor non-conformity

Any nonconformity which does not adversely affect performance of the service will be classified as minor deviation.

Minor non-conformities may be corrected within a period of 8 weeks through appropriate corrective actions. The completion of such corrective actions shall be documented by the applicant and will be assessed by the auditor.

3.4.2 Major non-conformity

Any nonconformity, which may result in failure or reduce the usability of the service for the intended purpose or which puts clients at risk shall be classified as major deviation.

This type of non-conformity requires a partial or complete repetition of the audit.

3.4.3 Recommendations

The auditor may also give recommendations regarding quality aspects of the service provision and opportunities for improvement related to the operations of the service provider. Such recommendations are documented in the audit report but have no effect on the issue of the certificate in accordance with clause 4.

3.5 Audit report for certification

The information provided by the Lead Auditor to the certification body for the certification decision will include, as a minimum:

- the audit report,
- comments on the nonconformities and, where applicable, the corrections and corrective actions taken by the client,
- a recommendation whether or not to grant certification, together with any conditions or observations.

4 Issuing the certificate

4.1 Based on the audit conclusions and the recommendation of the Lead Auditor the certification body will decide on the issue of the certificate.

4.2 The certificate is valid for a period of 6 years subject that the conditions to maintain the certificate are met by the certificate holder.

5 Surveillance activities

5.1 In order to maintain the certificate, surveillance audits shall be carried out on a 2-year cycle. The date of surveillance audits following initial certification (or recertification) shall not be more than 24 months resp. 48 months from the date of the issue of the certificate.

5.2 The purpose of the surveillance audits(s) is for the certification body to maintain confidence that the certified service provider continues to fulfil the requirements of the relevant standards(s) between recertification audits. The surveillance audit(s) programme shall include, at least the following items:

- a) recruitment of translators and sample checking of competence of translators,
- b) sample checking of translation jobs,
- c) a review of actions taken on nonconformities identified and recommendations given during the previous audit,
- d) review of any changes introduced by the service provider affecting the compliance with the criteria of this certification scheme, and
- e) use of marks and/or any other reference to certification.

5.3 For surveillance audits remote auditing may be applied.

6 Recertification

In order to extend the validity of the certificate, a recertification audit in accordance with clause 3 shall be conducted.

7 Changes of normative documents

7.1 Changes of the underlying normative documents on which the certification is based on will be communicated by the certification body to certificate holders immediately.

7.2 The certificate holder will be granted a period of 12 months to adapt its services according to the changes in the normative document(s). Evidence of compliance with the new requirements shall be provided as part of a surveillance audit. Upon successful proof, the certificate will be re-issued with a new reference to the changed normative documents.

8 Amendments to the scope of certificates

8.1 Should the certificate holder wish to extend the scope of his certificate in relation to further organizational units or company sites, he must request this in writing to the certification body. The certification body will specify the necessary steps (examination of documents and / or supplementary audits) for the expansion of the scope.

8.2 Should the certificate holder wish to reduce the scope of his certificate in relation to the certified organizational units, he shall inform the certification body in writing. The certification body will reduce the scope of the certificate accordingly. From this point, the organization must not make any statements in relation to those organizational units which have been removed from the scope of the certificate. The verification of the relevant obligations of the certificate holder will be part of the following surveillance audit.

8.3 Changes of certificates related to formal specifications of the certificate holder (such as changes in the company name or address) must be notified in writing of the certification body. The certification body will issue an amended certificate without technical examination.

In case that the legal person who holds the certificate will be changed, a new certification procedure shall be carried out.

9 Withdrawal of certificates

9.1 The certificate becomes invalid immediately after termination of the contract by the certificate holder or withdrawal by the certification body.

9.2 The certificate is withdrawn by the certification body when

- the conditions for issuing the certificate are no longer met,
- the client refuses to accept the necessary surveillance activities in a timely manner,
- the client does not meet the requirements of corrective actions requested,
- the client refuses to accept audits to check on corrective actions if required by the certification body,
- the conformity mark is used by the certificate holder in an abusive manner,
- the client does not meet the requirements of the General Terms and Conditions of the certification body.

If the certificate is withdrawn, the certification body informs the certificate holder thereof in writing.

9.3 After withdrawal of a certificate any reference to the invalid certificate is not permitted.