



15 TIPS ON HOW TO SELECT YOUR TRANSLATION SERVICE PROVIDER

CHECKLIST



1. Experience

Check out how many years they have been in business. Experience is important!

2. The translators

Do they work with native translators and how do they select them.

3. Innovative yes or no

Check how innovative they are. You want to take advantage of a well-established platform for your translation projects and benefit from it.

4. 24/7?

Can you rely on them only in certain times or are they open 24 hours a day, 7 days a week. Important for the flexibility in the delivery of your translations

5. Prices

What about their prices, how is the price set up for

- a. Translation
- b. Translation and proofreading
- c. Proofreading only (checking the text for translation errors)
- d. Desktop publishing prices per page or per hour
- e. Any other services based on per hour fees
- f. Any fixed prices for minimum jobs.
- g. Do you get any discount for volume translations.
- h. Do they have special prices for working with translation memories

6. Good organized?

How well are they organized, how can you find that out? Just request a small test translation. This way you can see how they keep to the deadline, how they are organized, how many project managers are involved and if you feel happy about the way they are working.

7. Keep to deadline

How fast can they deliver a project of, for example, 1500 words in a difficult language. What can they promise and how do they solve problems.

8. Flexibility

Is the translation service provider/translation agency flexible in finding solutions for a smooth work situation. Ask them what they can do.

9. Programming skills

Do they have programmers to connect to your platform to easily and smoothly send, receive and deliver translation projects.

10. Payment terms

How is the invoicing arranged? Are they flexible on that and what are the payment terms?

11. Terminology and the translator

What can they do with terminology and how is that arranged and communicated to the translator?

12. Desktop Publishing

12. Which tools are used by the translation service provider? What about the Desktop Publishing. Which programs are they familiar with?

13. Your translation memories

How do they handle the translation memories that you have organized, will the updated translation memory for the company be used, will that be divided among the subjects? Ask your current provider how they organize the translation memories and how they deliver if you decide to switch.

14. Test them out!

14. If you cannot decide yet, try out a couple of translation service providers. Use for example 3. And analyse the cons and pros of your findings. Test them!

15. Review flexibility of editing

What kind of flexibility is there with translations. If you have in-country reviewers, how smoothly is that communication going. Do they offer editing including after review by in-country reviewers.

“Using this checklist could save you a lot of problems”



NOTES

Hand-drawn graphic of the word 'TIPS' in large, colorful letters (T: green, I: blue, P: red, S: yellow) held up by hands. Below the graphic are several horizontal lines for taking notes.

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