

**PUBLISHING SERVICES SUBDIVISION
SCIENTIFIC AND TECHNICAL EDITING
AND DIGITAL DESIGN (STEDD)**

**QUALITY ASSURANCE INSTRUCTIONS
Pub 09 Translation Co-ordination**

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1. PURPOSE

1.1 The purpose of this document is to describe information about translation co-ordination.

2. SCOPE

2.1 The scope of this document is to provide the Sector employees a method of submitting material for translation with the exception of the ADM's office.

3. RESPONSIBILITIES

3.1 Translation Co-ordinator and Scientific and Technical Editing employees are responsible for having a working knowledge of this Quality Assurance Instructions (QAI) and to supply changes or enhancements when necessary by issuing a Document Change Request (DCR). A non-conformance report (NCR) or observation may be issued using the Quality System Improvement Request (QSI).

3.2 The designated manager of this QAI is responsible for considering all DCRs and NCRs issued against this QAI and for writing new instructions when necessary.

3.3 The Quality Council is responsible for resolving DCRs or NCRs that cannot be otherwise resolved or are in dispute between the designated manager and the originator of the DCR or NCR.

3.4 The webmaster is responsible for updating the controlled version of this QAI on the Intranet in a timely manner and to notify users that a change has been made.

3.5 The Quality Management Representative is responsible for managing and assuring follow-up to any DCR or NCR related to this QAI.

3.6 Translation Co-ordinator and Scientific and Technical Editing employees and others users of this QAI are encouraged to provide feedback to the Quality Management Representative, Head of Publishing Services, Digital Design Co-ordinator, and Editing Co-ordinator on its accuracy, completeness, simplicity, and usefulness.

4. INSTRUCTIONS

4.1 CLIENTS

- The client recognizes the need for a document to be translated.

- The client downloads a copy of the ESS customized version of the Translation Service Request from the Intranet Site to his/her hard drive.
- The client fills in all requested fields of the Service Request Form, including the target return date for the completed document.
- The client will consult the Translation Co-ordinator for advice/clarification on procedures as required.
- The client will consult the Translation Co-ordinator for advice/clarification on appropriate deadlines and the nature of reference material when required.
- The client will send to ESS Translation, for processing, the document to be translated, the completed Service Request Form and all other relevant material as attachments to an email message.

4.2 TRANSLATION CO-ORDINATOR

- On receipt of the client electronic request the Co-ordinator reviews the Service Request Form for completeness and determines to whom the document should be sent to upon return - client, technical or scientific editing co-ordinators.
- The Co-ordinator will negotiate with the Translation Bureau and the client should the target return date for the completed document need to be revised.
- When necessary the Co-ordinator will contact the client for additional information.
- The Co-ordinator will assign a tracking number to the Service Request Form, sign it, date it and forward the client electronic request to Translation Bureau.
- A carbon copy of the above email is sent to the client for information/confirmation that the request has been forwarded to the Translation Bureau. When required, another carbon copy is sent to the appropriate scientific/technical editing co-ordinator.
- The Co-ordinator will print a copy of the final Service Request Form for tracking purposes.
- The Co-ordinator will input the particulars of the Service Request Form into the Excel spreadsheet indicating the tracking number, client name, date submitted, and target return date for the translation.
- The Co-ordinator, upon receipt of the completed translation, will forward the document to either the client directly or to the appropriate scientific/technical editing co-ordinator as previously determined.
- The Co-ordinator will update the Excel spreadsheet indicating the date the document returned from Translation Bureau.
- The Co-ordinator will follow-up with Translation Bureau should a document not be returned on the target return date.

4.3 FINANCES / ADMINISTRATION

- The Co-ordinator will review the monthly Translation Bureau invoice to ensure that the items being charged do in fact belong to the Sector.
- The Co-ordinator will update the Excel spreadsheet indicating the word/hourly count.
- The Co-ordinator will update the Excel spreadsheet indicating the amount charged for each translation request.
- The Co-ordinator will forward the reviewed invoice to the Responsibility Centre Manager for final approval for payment.

5. REFERENCES

Translation Service Request
ESS Translation email