

## The EN 15038 Standard

EN 15038 is the European standard approved by CEN (the 'European Committee for Standardization'). The purpose of this European standard is to establish and define the requirements for the provision of quality services by translation service providers.

The standard offers both translation service providers and their clients a description and definition of the entire service. At the same time it is designed to provide translation service providers with a framework on which to build procedures to meet market needs.

Quality assurance is of key importance, working to the standard is done with the aim of encouraging all involved in the process to do so with quality in mind at all times. It also promotes an ethos of traceability — how was a decision made, and why?

The standard specifies requirements with regard to:

- human and technical resources,
- quality and project management,
- the contractual framework,
- service procedures.

The focus of the standard is not only on documenting all procedures related to the entire translation process, it also takes the innovative step of clearly defining the services that translation companies provide. For example, by choosing an EN 15038 certified provider, a client is assured that the translation will have been revised by another expert other than the initial translator.

The professional competences of those translators and revisers and how competences should be acquired are also defined in detail and must be documented by the translation service provider.

Translation competences should be acquired through one or more of the following:

- formal higher education in translation,
- equivalent in any other subject plus a minimum of two years of documented experience in translating,
- at least five years of documented professional experience in translating.

At Xplanation we even go one step further than required. All translators are domain specialists that not only master the target language, they are actually native-speakers of that language.

The entire text of the EN 15038 standard can be obtained from any of the National Members of CEN.

For Austria [www.on-norm.at](http://www.on-norm.at)  
Belgium [www.nbn.be](http://www.nbn.be)  
Denmark [www.ds.dk](http://www.ds.dk)  
Finland [www.sfs.fi](http://www.sfs.fi)

France [www.afnor.org](http://www.afnor.org)  
Germany [www.din.de](http://www.din.de)  
Sweden [www.sis.se](http://www.sis.se)  
Switzerland [www.snv.ch](http://www.snv.ch)

