

News release - June 26, 2008

## Xplanation obtains EN 15038 Quality Certification

Leuven (Belgium), Xplanation HQ - Xplanation Language Services NV, a provider of translation services, and all of its branches have earned certification through the first European standard for the translation industry, EN 15038. Xplanation's processes and procedures were approved by a third party audit through Inspecta, a leading provider of certification services, underlining Xplanation's ability to deliver high-quality translation services.

The EN 15038 standard was approved by the European Committee for Standardization (CEN) and is to replace all national standards. The standard covers the whole process from the moment a translation service provider receives a request for quotation until the client provides feedback after delivery of the work. The certification process is similar to ISO 9001 auditing but is entirely focused on the translation industry.

Very early on, Xplanation recognised the importance of applying well developed process to its work to ensure consistent quality and to act as a framework on which to support its impressive organic growth. Attaining the standard was a strenuous process, all procedures having to be thoroughly documented and reviewed. However, the company found that very few changes had to be made with regard to quality assurance procedures.

The standard came to be viewed as a perfect opportunity to assess the procedures responsible for Xplanation's success that has always been underpinned by a pledge to deliver high quality translations.

"It was not only about getting that EN 15038 certificate," said *Steven Van Lint*, CEO of Xplanation. "It is not the end of the process, continuous procedure and technology enhancements alongside quality awareness are simply vital for making the ongoing internationalisation of Xplanation possible."

Contrary to most other lines of business, the translation industry remains a very fragmented market crowded with individuals and companies promising quality translations into many languages. The certification of translation companies installs a benchmark and enables the translation industry to be on an equal footing with other industries which already implemented standards years ago.

"Our clients expect us to align with their processes and applications while delivering on-time translation services of a very high quality", said *Alexander Ulichnowski*, Sales & Marketing Manager of Xplanation. "Our EN 15038 certification confirms to new clients that Xplanation meets the technical and linguistic standards of the translation industry. Scalable, reliable and innovative solutions are why our clients opt for us."

Xplanation Language Services was founded in mid-2001 and quickly found its feet in the burgeoning technical and banking translations markets, boosted by securing long-term partnerships with several large companies and banks.

Today, Xplanation is a leading provider of complete translation and translation technology solutions in the fields of banking & finance, government & public administration, and medical and technical translation. With its main operational centre based in Leuven, Belgium, Xplanation currently employs 60 industry experts, with branches in Austria, Denmark, Finland, France, and Sweden.

For more information visit [www.xplanation.com](http://www.xplanation.com)

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