



– Quality Policy –

An English Studies degree, a Diploma in Translation from the British Institute of Linguists and about ten years experience as a freelance English-German translator provide me with a solid professional foundation.

I do what I do best: I translate from English into German, my mother tongue, in the specialist fields of development cooperation, environmental policy, environmental sciences and international relations. My customers benefit particularly from my wide-ranging educational background and ongoing training and my highly developed linguistic sensitivity.

All my translations possess four fundamental characteristics:

- Their content is correct.
- They conform to the rules of the language.
- They are fluent and read well.
- They cannot be recognised as translations.

To ensure that I maintain my product quality in the long term, and continue to further improve it, I have introduced a quality management system in line with the standard DIN EN 15038 "Translation Services – Service Requirements". This helps me to attain the following goals:

- 1) Quotes for translation and related services are based on a careful analysis of the source text(s) and available capacity. They clearly set out what I am offering so that the calculated time required and the price for the job are comprehensible for the customer.
- 2) Contacts from both contractual parties are nominated to ensure that all information needed to work through and complete the project can be exchanged quickly and effectively at all times.
- 3) Delivered translations are complete in every way, are correct and have been phrased to suit the purpose of the text as well as the target readership.
- 4) Translation services and any other related services that are rendered during the course of a complex translation project are carried out in full and on time.
- 5) Services are invoiced promptly; invoices are itemised and comprehensible.
- 6) Consistent high quality is ensured at every level through the continuing professional training of all those involved in the translation process.

I regard the implementation of these six objectives as my assurance of satisfied clients and long-term customer ties.