

## Dear Client,

In our **Summer QuickNews**, we would like to draw your attention to our quality control process for TRANSLATIONS.

Here is also a **15% voucher to be used on your next translation project order!**  
Please mention the Voucher Number when you contact your WordExpress Team.

**Voucher N° 101004 15% Seasonal Discount on one translation project**  
Cannot be combined with yearly discount or registration discount. **Expires 9/21/03**

### **Today's Topic: Quality Control for Translations or Do you need to edit and proofread our translations?**

*by Serge Rocco, Project Manager at WordExpress Corporation*

Sometimes our clients ask us if they need to edit and proofread our translations. The answer is NO. As long as you select our quality levels AAA or AA, WordExpress delivers final products: professional translations that have been created by language specialists who have many years of translation experience, are fluent in the source language, native speakers of the target language, and experts on the particular subject matter of your document. After translation, every document is edited and proofread by additional language professionals. Only when we are sure that the WordExpress Quality Standards have been met, the translations will be delivered. Our clients appreciate especially that all these services are included in our translation prices.

Our clients hire and pay us to provide professional translations, produced by highly educated and experienced language specialists and thoroughly reviewed by trained editors. It wouldn't be fair to our clients to expect them to get involved in the quality control process. So you can relax and trust the experts at WordExpress.

Additional reviews by our clients may actually be detrimental. **Most people do not realize that being a native speaker of the target language is only one requirement for being a professional translator. The other requirements are solid academic credentials, many years of translation experience, expertise in the subject matter of the document and adherence to the ethical principles of our profession.** Rarely a native speaker in your office will meet all these other criteria. That's why we are sometimes faced with requests for change by our client that actually would lower the quality of the translation.

This does not mean that your WordExpress Team is not communicative. We pride ourselves on being receptive to the wishes of our clients. We are always willing to listen to your suggestions and concerns, and feedback from your staff is welcome. Just keep in mind that the translation and quality control processes should remain in the hands of the professional translators, editors and proofreaders at WordExpress – that's what you pay us for!

**Upcoming Topics: How Do I Avoid Paying Minimum Fees?  
Computer Translations – Pros and Cons**

**Please send us your feedback or suggestions for future topics!**