exact!'s translation process

1.

Incoming orders and project management

o   Our project team receives your translation or revision request. Your project manager at exact! promptly confirms receipt and then checks your documents based on a detailed checklist. All the relevant information regarding your order is documented: language pair, text type, delivery deadline, file format and other required services.

o   The project manager carefully selects the right translator for your subject area, text type and, of course, for your language.

o   To create a meaningful offer, we ask precise questions: How can we support you comprehensively?

Our offer clearly presents all the exact! services required for processing your request.

2.

Translation and more

o   On request, our translators can also revise your source texts. What do we revise? We check the content, linguistic accuracy and readability of your texts. After all, a correct source text is the best basis for an exact translation.

o   During the actual translation process, we perform thorough research. And utilise our knowledge of your industry. When translating your documents, we ensure that terminology is correct and consistent and that the style is just right. We use your company glossary, if available, to assist us with this.

We also use our in-house, customer-specific information files, which document your specific requirements. And we then often work with a customer dictionary that is tailored to your company. This way, we have all the relevant information on file for your next order.

3.

Quality assurance and delivery

o   exact! checks the target text again. Both when the translator personally checks the translation (single control principle) and in the case of revision by a second translator (dual control principle), your translation is checked for content-related, linguistic and formal criteria. And also: Is the content clear for the target group? Everything looks good!

o   You then receive a quality-assured, ready-to-use translation.

o   Your project manager at exact! uses the checklist to ensure that all delivery requirements for your text are met. Your translation is then provided in the agreed file format. If required, we can send certified translations by post.

Our feedback process ensures that your feedback on our translations is taken into account for subsequent orders. And we are ready for your next request.