

RCE Seminar - Berlin March 2002 – Saturday the 2nd of March

The Agenda was:

9.30-11.00

Quality Assurance for Translators.

Report from the CEN-meeting in Brussels January 31, 2002 (Jeannette Ørsted)

The European Association of Translation Companies has proposed a standard for translation companies. This issue was debated at a meeting in Brussels in January and the scope was widened somewhat. The implications of this initiative will be discussed after the report from the meeting.

Ö-norm – the Austrian approach (Liese Katschinka)

11.00-11.30

Coffee

11.30-12.30

Discussion

12.30-14.00

Lunch

14.00-14.30

Price structures in Central and Eastern Europe (meeting in German language)

Liese Katschinka will present the results of a questionnaire sent out to interpreters in Central and Eastern Europe.

Roster of attendees:

Terry Oliver, olitrans@aol.com

Birgitte Jensen, bjj@esf.dk

Hannelore Lee-Jahnke, hannelore.lee-jahnke@eti.unige.ch

Anne Verbeke, anne.verbeke@low-countries.se

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Jeannette Ørsted, joe@translationhouse.com

Jørgen Christian Nielsen, jcn@esf.dk

Sheryl Hinkkanen, asengl@kolumbus.fi - sktl@megabaud.fi

Jeannette Ørsted gave an overview of the discussions in relation to the creation of a European standard, including the initiative of the EUATC, the European Association of Translation Companies, and the European Translation Platform, ETP. Jeannette Ørsted informed of the outcomes of the CEN-meeting in Brussels on January 31, 2002.

National European standards are for the time being the Italian UNI 10574, DIN 2345, and Önorm D1200 and D1201. Next step will be the CEN project “translation services”.

The role of the RCE was debated.

Liese Katschinka gave a more detailed overview of the different standards, e.g. that the UNI 10574 deals with translation and interpretation services, working with qualified translators and interpreters.

DIN 2345 relates to translation contracts and defines steps of translation projects.

The Önorm D1200 lays down requirements for the service and provision of the service, while D1201 translation contracts takes DIN 2345 a few steps further, and focuses on translation projects irrespective of service provider (i.e. freelance translators or company).

Önorms D1202 and 1203 are under way, printed in German language, and follow the same structure, but for interpreting services. D1204 (in preparation) will deal with certification process(es).

Slides on the subject are available from Liese Katschinka.

The present CEN project “translation services” takes earlier standards as point of departure and should focus on certification processes, depending on structure of service provider.

A question as to calculation of rates was raised, the answer was “choose your principle, and describe it”.

Other comments were: Quality cannot be defined, it concerns fulfilment of parameters and objective criteria, no definitions. Standards can be used for evaluating quality, on the basis of preestablished criteria.

How about take up (market penetration) and feed back from users. How about arbitration ?

In the USA there is a General Motors quality matrix which has been introduced in Europe also. This is based on statistic models. Users in Europe are however reticent towards this initiative as quality in Europe is considered to be better than in the States. It is also felt that this is a rather negative approach and it does not hold any quality development aspect.

Are the users of standards more expensive than the others ?

Intertext is certified without any noticeable influence, except for PR purposes.

Standards can be good for educating customers.

The time for recognition of certain elements has come and can be laid down in standards.

DIN 2345 can be used by both freelancers and companies.

If Austria assumes the secretariat for the CEN-work it is estimated that a further 2.000 Euro a year will be needed. Will the RCE pay for this, or are there other ways for the associations to contribute to that? It was stated that the RCE, most probably, cannot take an active part in the work, but instead can play a role in collecting information about the work and ensuring that all associations are informed of progress.

Intertext gives its full support to certification.

Everybody present recommended that the project is continued. A short summary of the seminar will be sent out.

This part of the seminar ended at 12.15 p.m.

For the summary.

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