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Small, Efficient Translation Agency Uses ISO 9001:2000 to Reach Next Level

Derived from the Latin word, meaning 'experienced, skillful, practiced, expert,' Peritus Precision Translations offers a broad array of translation services in more than 100 languages for a diverse list of clients. After more than a decade of experience working in the field of languages and international business, there were several motivating factors behind Peritus seeking ISO 9001 certification.

The Challenge:

Incorporated in 1996 by Dagmar Dolatschko, President and Founder, Peritus has always placed quality and customer satisfaction at the forefront of business objectives. Where a corporation's image is at stake, they know translations are of crucial importance, and that capturing the essence - not just the words is vital. German-born, Ms. Dolatschko was already familiar with both ISO and TÜV SÜD America Inc. From the company's infancy, the ISO philosophy was infused into business procedures, even though no formal ISO certificate was in place. However, in 2004, when Peritus began taking on an increased number of BioScience, High-Tech and Legal clients, who were ISO-certified and required certification of their business partners, Ms. Dolatschko determined it was time to seek certification.

"We wanted to be better perceived as far as quality in the eyes of our clients. We were already providing them with a one-stop shop for their translation needs, and believed a Quality Management System and certification would fur-

ther prove this, while at the same time help us streamline processes as an organization. Furthermore, trust, such a vital aspect of a successful relationship between agencies, customers, and translators is enhanced by having clearly defined processes and procedures," commented Ms. Dolatschko.

Choosing the Right Partner for Certification

"In Germany, TÜV SÜD AG is as widely recognized and reputable a name as UL is here in the U.S., so when the time came to select a Registrar for certification, I knew TÜV SÜD America had the experience and know-how to partner with us. Some of the other Registrars we considered didn't understand our business and our clients, but TÜV took the time to really listen to what we needed, rather than simply sell us ISO. TÜV SÜD America's Lead Auditor, Hermann Ries, took a careful look at our business objectives, both immediate and long-term, providing insight beyond a one-time audit. He had even worked as a translator himself, so his knowledge allowed him to scope ISO to the size and needs of our business," continued Ms. Dolatschko.

TÜV SÜD America Inc.

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CASE STUDY: Peritus Precision Translations, Inc.



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About ISO 9001

In 1987, respected industry representatives from around the globe assisted the International Organization for Standardization (ISO) in developing the ISO 9000 quality assurance series of quality system standards. These standards have been recognized, and are in use, in over 90 countries including the United Kingdom, the European Community, the US, Asia and Australia, and are now the most popular quality standard series in use.

“We wanted to demonstrate to our clients that even with a small internal staff, all projects are handled according to the same documented, expert procedures. We have to be highly efficient in handling a multitude of languages and skill-sets and ensure consistent quality across industries and cultures. The implementation of ISO Quality Processes has become a foundation for future growth.”

- Dagmar Dolatschko,
President and Founder.
Peritus Precision Translations

Progressive companies, such as Peritus, are finding the ISO 9001:2000 process can offer real strategic value, especially if it is aligned with corporate goals and objectives.

The Outcome:

In January of 2006, Peritus was awarded the first certification to the ISO 9001:2000 Quality Management Standard. The scope of their certification includes providing foreign language services in over 100 languages in the form of translations, interpretation, voice-over audio, transcription, multi-lingual desktop publishing, website, software, consumer product, linguistic quality assurance, brand name evaluations and cultural appropriateness evaluations for customers in the U.S. and world-wide.

The Business Value:

The improvements achieved after the implementation of ISO processes can be felt on multiple levels: Operations and internal management: Clear procedures and processes allow for faster

training time and improved performance management by setting and following standards and metrics. Overall process flow was improved and streamlined and continuous improvement is ongoing.

Subcontractors are benefiting from increased feedback and clear instructions. Clients now rank Peritus in the same league as much larger competitors and see the value in working with an organization that is not only quality certified, but manages to stay fast and flexible



About Peritus Precision Translations, Inc.:

Peritus is a small, woman-owned (WBENC-certified) business, located at the Port of Redwood City, in the heart of the Northern California Bay Area - between San Francisco and Silicon Valley. Peritus offers a full range of translation services in over 100 languages from translation, interpretation, voice-over audio, transcription, multi-lingual desktop publishing for print and interactive media as well as interpretation, voice-over audio, transcription, linguistic quality assurance, international brand name analysis and cultural appropriateness evaluations for customers in the U.S. and world-wide. Visit: www.peritustranslations.com

About TÜV SÜD America Inc.

TÜV SÜD America Inc. offers a wide range of services through the globally recognized brand names of Product Service, Management Service, Industry Service, Automotive and PetroChem. Headquartered in Peabody, MA, the organization maintains a full-time audit staff in over a dozen locations throughout North America and provides management system certification services to ISO 9001, ISO 14001, AS9100, AS9120, ISO 13485, TL 9000, Safe Quality Food (SQF), ISO 22000 and more. TÜV SÜD America is a leading EU Notified Body for the Medical Devices, Active Implantable Medical Devices and In Vitro Diagnostic Directives. Additional services include CE Marking assistance, mechanical/electrical product safety, electromagnetic compatibility (EMC), NRTL and SCC certification, Restricted Substance Services, International Compliance Services and more.

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