

# 10 Steps to Document Translation Success



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This eBook was authored and produced by Globalization Partners International (GPI).

The information provided in this eBook is a combination of curated and contributed content from various sources including:

- [GPI Global Bloggers](#)

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- [Translation & Copywriting](#)
- [Multilingual Desktop Publishing & Design](#)
- [Website Localization](#)
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# Introduction

Globalization Partners International provides an array of multilingual document authoring, design and publishing services for clients worldwide. Our translation and desktop publishing teams produce language versions of user guides, instruction manuals, books, reports, packaging, training slides, scripts and marketing collateral, among other forms of content. GPI works in over 100 languages including:

Arabic	Basque	Catalan	Chinese Simplified
Chinese Traditional	Czech	Danish	Dutch
Finnish	French	German	Greek
Hebrew	Hungarian	Indonesian	Italian
Japanese	Korean	Norwegian	Polish
Portuguese	Russian	Slovenian	Spanish
Swedish	Thai	Turkish	Vietnamese

All translation projects are completed by professional native-speaking translators working in teams and utilizing state-of-the-art linguistic tools to ensure quality, consistency and cost-effectiveness of all work.

All multilingual desktop publishing projects are completed by desktop publishing and graphic design teams with solid experience in creating, editing, publishing and sharing documents in different languages using:

 Adobe PageMaker	 Adobe PhotoShop	 Microsoft PowerPoint
 Adobe InDesign	 Adobe Illustrator	 Microsoft Word
 Adobe FrameMaker	 Adobe Captivate	 Microsoft Excel
 Adobe FrameMaker+SGML	 QuarkXPress	 XML

All projects are assigned a Globalization Services Team (GST) consisting of a project manager, base translators and copywriters, proofreaders, localization engineers and desktop publishers.

Your Globalization Services Team will utilize our Globalization Project Management Suite® (GPMS) and award-winning Translation Portal to help manage:

1. Quality assurance (QA)
2. Status reporting
3. Project schedules
4. Budget tracking
5. Management of all global resources
6. Project archiving and Translation Memory management

To learn more about GPI's Translation Services Portal, please visit: [www.translationportal.com](http://www.translationportal.com). You can register and use the portal for free including its budget builder, quick quote calculator and a library of useful global business links.



## Globalization Project Management Suite® and Translation Portal



# Getting Started: Your Source Files

Clients are asked to provide a complete set of source files, also known as a “Localization Kit.”

## Documentation Localization Kits should include:

1. All documentation source files (Word, FrameMaker, InDesign, etc.)
2. Reference material (glossaries, past translations, style guide, etc.)
3. Any previous translation memories
4. Answers to the questions on page 4 of this ebook

## These files are analyzed for:

- Number of words
- Source and target languages
- Subject matter
- Desktop publishing requirements
- Source and target file formats
- Client review and approval requirements
- Client workflow requirements

A comprehensive quotation packet can then be generated, including all tasks, costs and timelines required to complete the project. You are given the opportunity to review and approve every quote.

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<b>Quote #:</b> _____	<b>Date:</b> _____						
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<b>Documentation Globalization:</b>							
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<b>Quote Assumptions and Disclaimers:</b>							
<p>GPI strongly advises the client to contact GPI to complete the basic online post DTP QA step for websites web application software/document/preprint proofs. GPI assumes NO liability for errors of any kind and/or omissions in any final product if the client does not provide GPI the opportunity to proof final files prior to printing, publishing or distribution in any form.</p> <p>If GPI does not receive written comments or the signed Client Review and Approval form within 10 business days of the delivery date, the translation (deliverables) will be deemed reviewed, approved and fully accepted for use by the client, and the project invoice will be issued by GPI.</p>							
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SCHEDULE	
<b>WORKING DAYS</b>	
01	02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18
<b>PROJECT SETUP</b>	
Business Development	
Translation Alignment	
Creation of Style Guide(s)	
Cultural Competence Assessments	
Engineering (Proofreaders)	
<b>LANGUAGE SERVICES</b>	
Translation, editing and proofreading (TEP)	
Proofreading/revision of client provided translations	
Copywriting/Research	
Engineering (Proof)	
<b>DOCUMENTATION &amp; GRAPHICS</b>	
Formatting (Final)	
Multilingual Desktop Publishing (DTP)	
Graphics/ Localization	
Screen Captures	
Post DTP Quality Assurance (QA)	
Deliverables Output	
<b>MULTIMEDIA</b>	
Localization of Multimedia (Audio/Vis)	
Localization of Multimedia (Audio/Vis)	
Voice Over Recording (Talent)	
Engineering (Final)	
<b>SOFTWARE &amp; HELP</b>	
Engineering (Custom)	
Engineering (Final)	
Quality Assurance (QA)	
Basic Software QA Testing	
Testing: Internationalization	
Testing: Localization	
Testing: Functionality	
<b>WEBSITE</b>	
Multilingual Website Design	
Engineering (Custom)	
Engineering (Final)	
Quality Assurance (QA)	
Basic Website QA Testing	
Testing: Internationalization	
Testing: Localization	
Testing: Functionality	







# Questions About Your Documentation Project

To get started, GPI asks that you answer the below questions and provide us with a copy of, or access to, your source files (Localization Kit).

## Translation Questions:

1. What languages do you want your documentation localized into? 
2. Do you employ any native speakers of the target languages with knowledge of your products/services who can serve as your company's reviewer of the translations you receive from GPI? 
3. Do you have any specific Layout Guidelines or a Format Style Guide? 
4. If documentation has been translated can you send us the Translation Memory? 
5. Do you have any reference materials the GPI team can review (source language, translations, demos, training sessions, white papers, glossaries)? 

## Desktop Publishing Questions:

1. What desktop publishing applications were used to create the documentation? (i.e., MS Word, InDesign, etc.) 
2. Were the graphics created using layers? 
3. Are localized screen captures to be used in your documentation? 
4. Will you provide the localized screen captures? 
5. What final format do you want delivered? (PDF, optimized for screen, print or press) 
6. Can you send us all required fonts? 

# Translation Process

According to global document best practices, the document translation/localization process should include approximately 10 steps. This workflow adheres to translation industry best practices and can be customized to fit your workflow needs. Each step in the document translation process involves:

1. Select Team Members
2. Tasks
3. Quality Assurance Procedures

Each of the following 10 steps includes a combination of 1-3 as detailed in the following pages/steps.

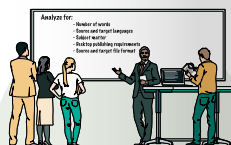
GPI will utilize Translation Memory technology to store all completed translation source and target language content to ensure consistency and cost savings across projects.

Translation Memory is a tool that stores all translations including source and target languages to ensure consistency and cost savings from project to project. To learn more about Translation Memory tools please see: [Guide to Translation Memory \(TM\)](#) and [What is a Translation Memory \(TM\)?](#)



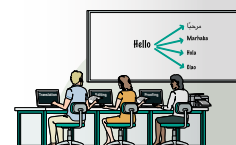
1

## Localization Kit Review



6

## Transcreation- Copy Writing (Translation, Editing, Proofing)



2

## Project Kick-Off



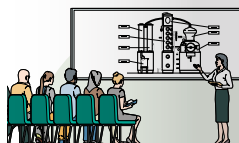
7

## Localization of All Graphics



3

## Subject Matter Training and Research



8

## Formatting of Language Documents



4

## Glossary & Style Guide Development



9

## Final Delivery



5

## Cultural Correctness Assessment



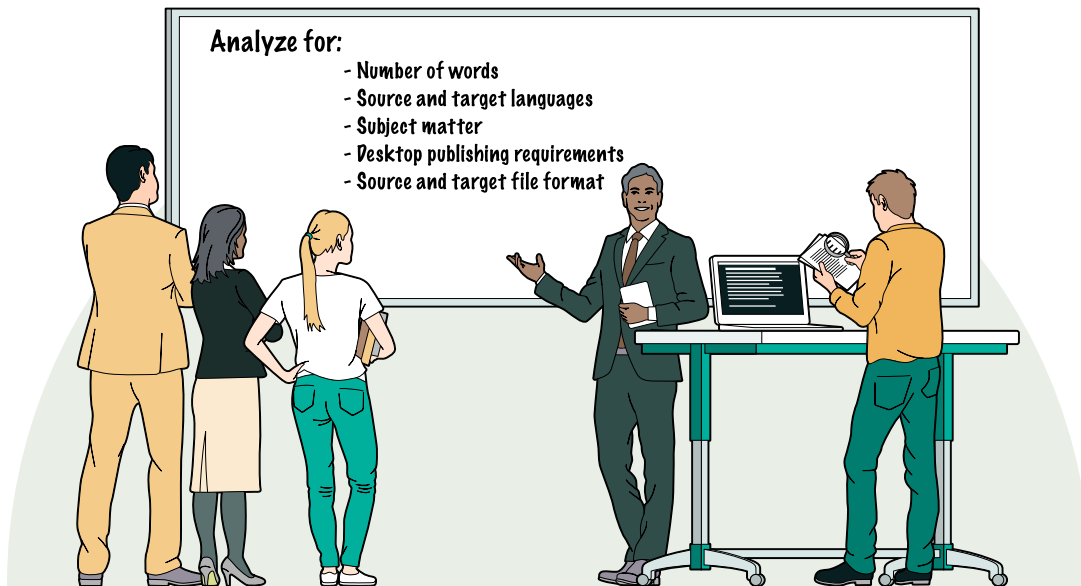
10

## Final Edits and Archiving of Files



## Localization Kit Review

# 01



### Team

- Account Manager
- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers

### Tasks

- The final set of source files or Localization Kit is reviewed confirming all information in the quote.
- The files are prepared in order to utilize a Translation Memory tool workflow and preserve any mark-up/formatting code in order to save time and costs with desktop publishing the in language versions.

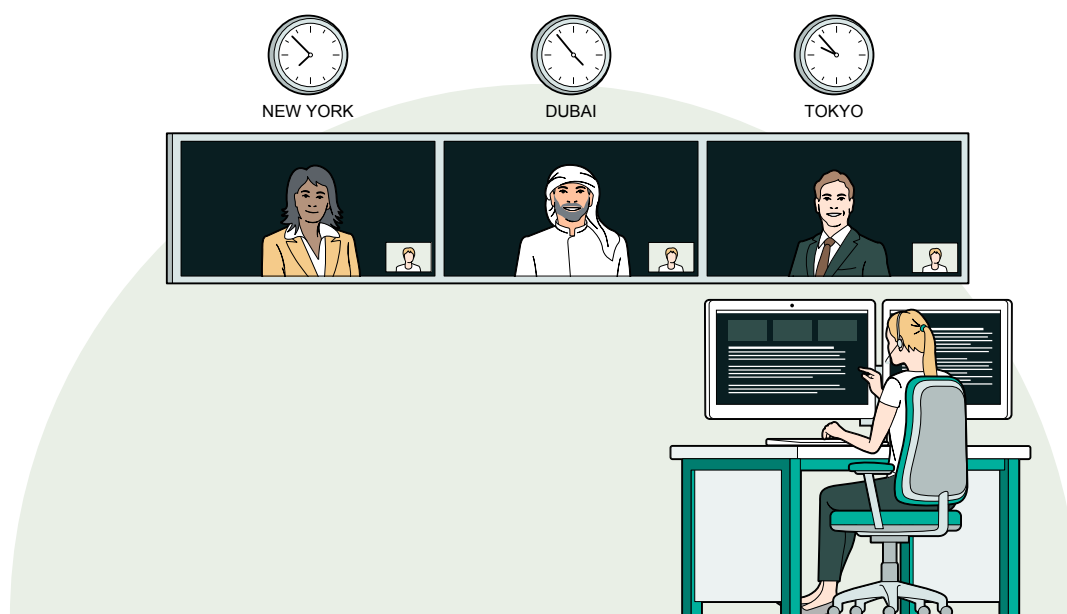
### Quality Assurance



GPI follows a comprehensive, customizable and fully documented quality control process. Each step in our translation workflow includes a series of checklist-based quality audits to ensure the accuracy of the translation and desktop publishing. Your QA and workflow processes can also be easily incorporated into our workflow.

# Project Kick-Off

# 02



## Team

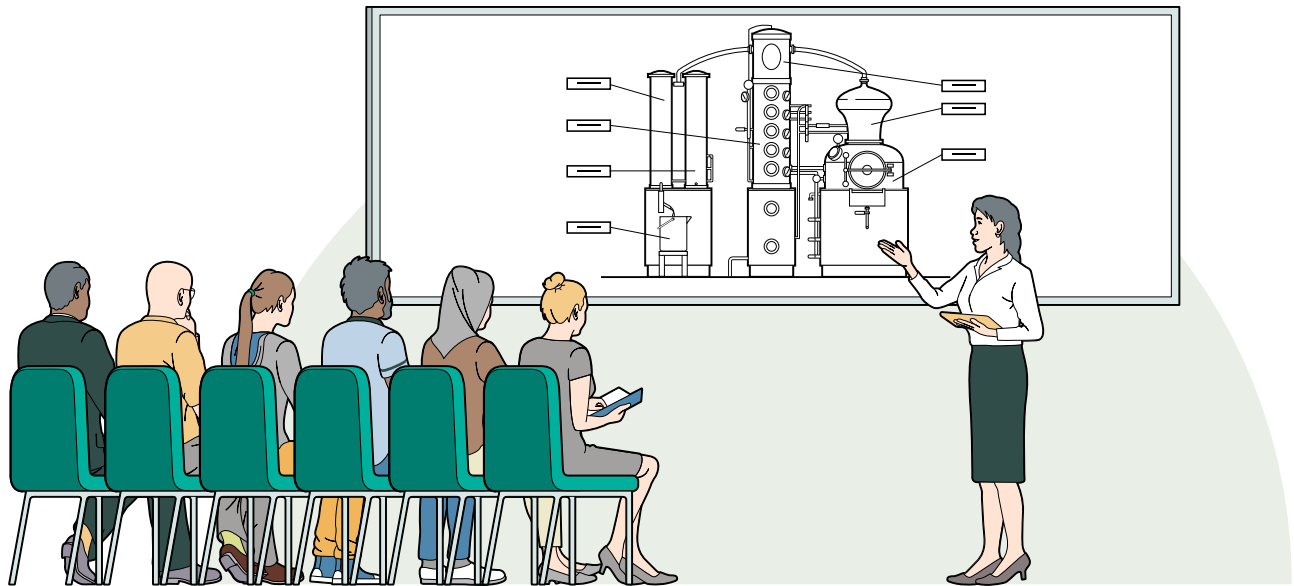
- Account Manager
- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers

## Tasks

- A project kick-off includes and confirms the following:
  - ✓ The project team
  - ✓ Project schedules
  - ✓ Project specifications
  - ✓ Workflow requirements
  - ✓ Communication channels
  - ✓ Review & approval opportunities

## Subject Matter Training and Research

# 03



### Team

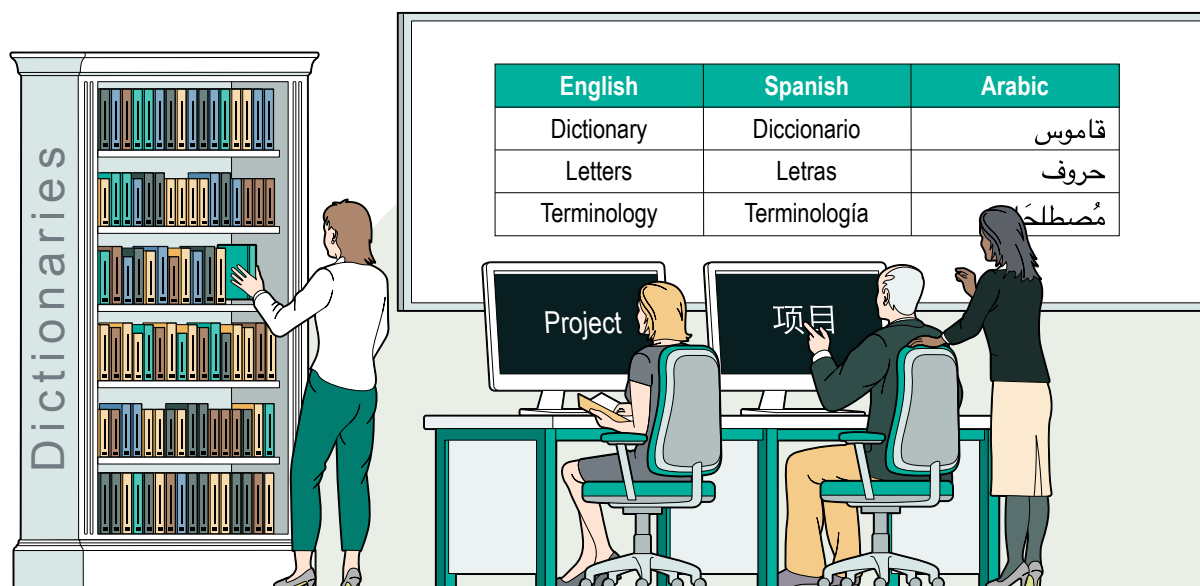
- Account Manager
- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers

### Tasks

- A GPI Globalization Services Team (GST) will review/study any reference materials provided, including source files, demos and general client information.
- In addition, there may be client-specific training related to the subject matter of the documentation.

# Glossary & Style Guide Development

# 04



## Team

- Account Manager
- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers

## Tasks

- Translation teams develop and maintain company-specific glossaries leveraging any existing reference materials, glossaries and the latest industry-specific dictionaries.
- Language style guides may be developed as well to help ensure conventions for style and usage across translated content.

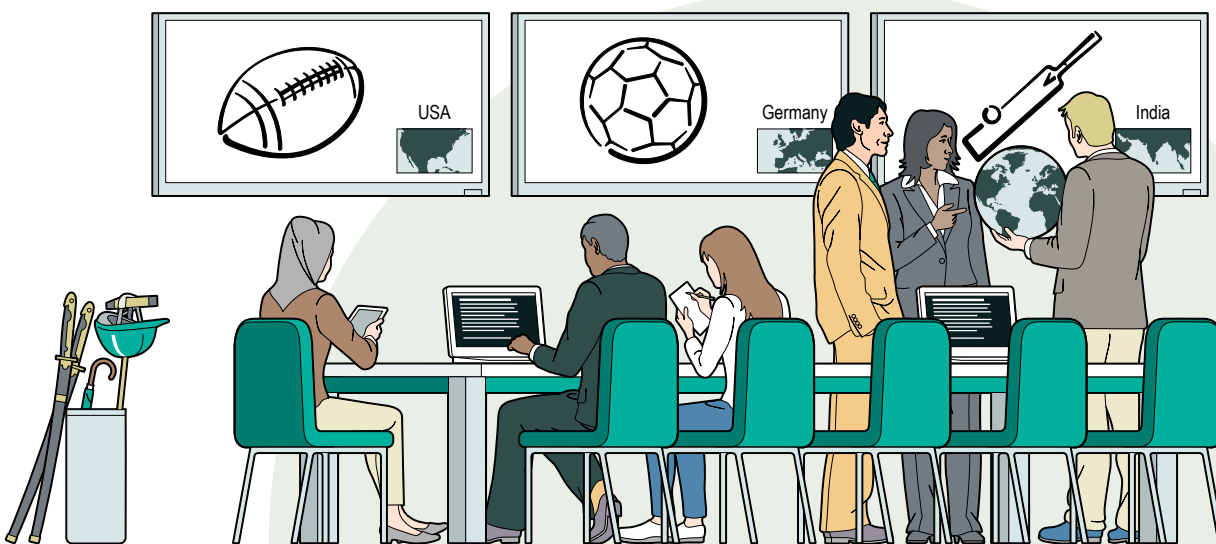
## Quality Assurance



You are given an opportunity to review and approve at several stages in the documentation translation process.

## Cultural Correctness Assessment

05



### Team

- Account Manager
- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers

### Tasks

- Before the actual translation begins, the source documentation is reviewed for basic cultural correctness and internationalization issues.
- Issues such as using appropriate graphics, correct local phone numbers and addresses, and reviewing the documentation for possible expansion of text in the language versions are all addressed at this step.

### Quality Assurance



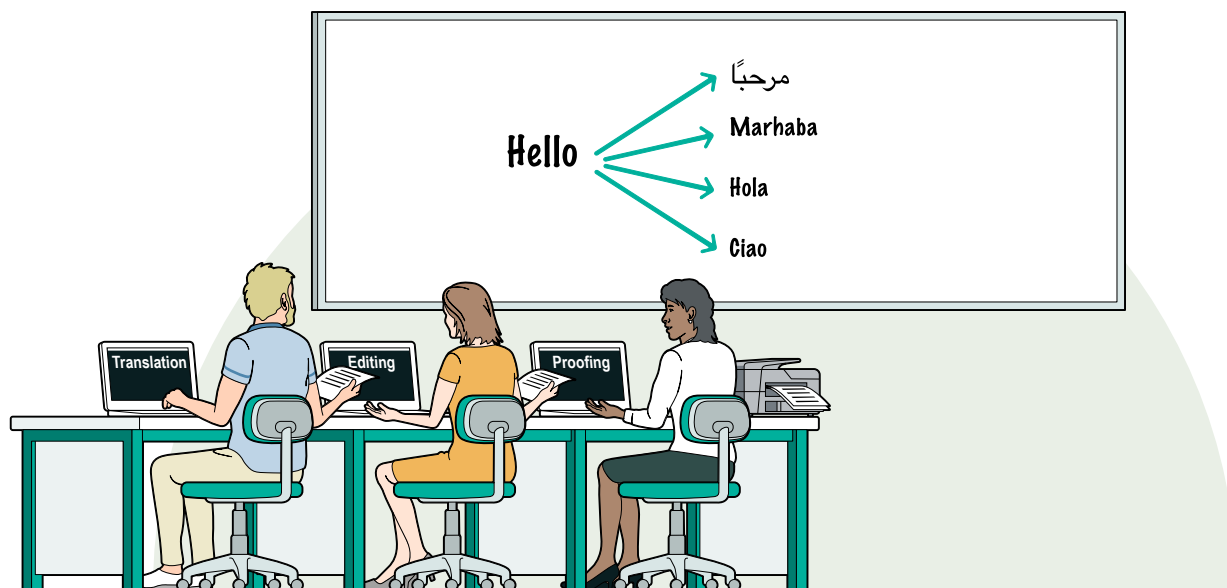
You are given an opportunity to review and approve at several stages in the documentation translation process.



# Translation, Editing and Proofreading

(Transcreation-Copy Writing)

# 06



## Team

- Account Manager
- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers

## Tasks

- Translation is performed by a base translation/copy writing team and edited/proofread by a second linguistic team.
- All translations are completed by human translators utilizing Translation Memory technologies that ensure an efficient and consistent translation.

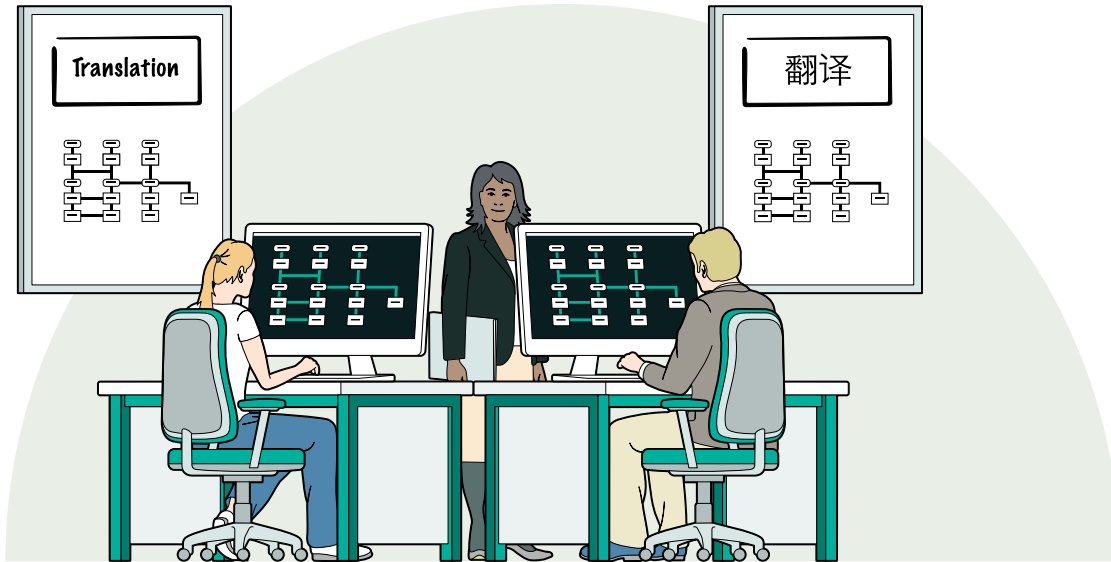
## Quality Assurance



You are given an opportunity to review and approve at several stages in the documentation translation process.

## Localization of All Graphics

# 07



### Team

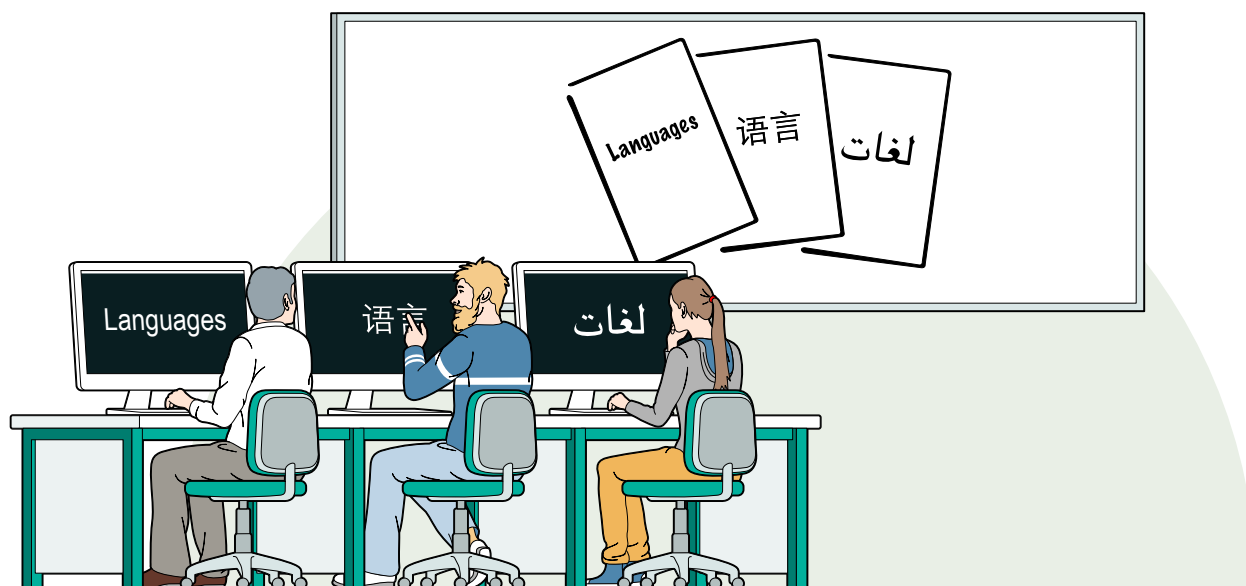
- Account Manager
- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers

### Tasks

- All embedded translatable text such as call-outs and legends are pulled from graphics and translated using the standard translation workflow.
- The translated text is then incorporated into the original graphic, adjusting as required, to create a language or “localized” version of the graphic.
- Care must be taken to design pages and graphics for languages that expand and take up more space.

# Formatting of Language Documents

# 08



## Team

- Account Manager
- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers

## Tasks

- Formatting or desktop publishing (DTP) includes formatting the target language documentation to match the original source documents in terms of layout, fonts, graphics and overall design.
- Care must be taken to design pages and graphics for languages that expand and take up more space.

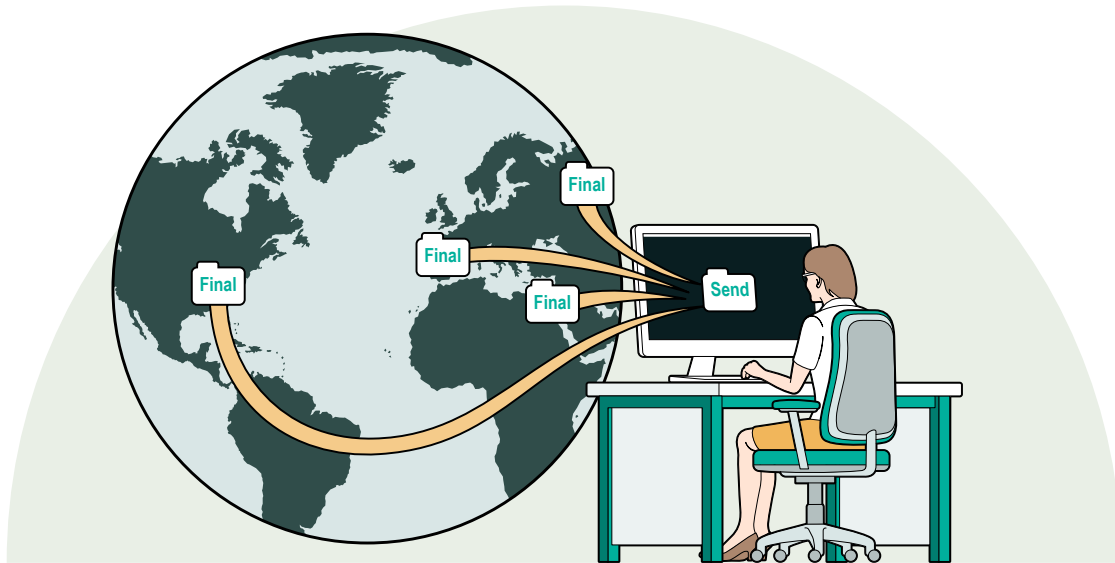
## Quality Assurance



You are given an opportunity to review and approve at several stages in the documentation translation process.

## Final Delivery

09



### Team

- Account Manager
- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers

### Tasks

- After translation and desktop publishing, final drafts of all target language documentation and graphics, completely formatted to match source language materials, are provided to you.
- You may review and approve all documentation for both translation accuracy and design correctness.

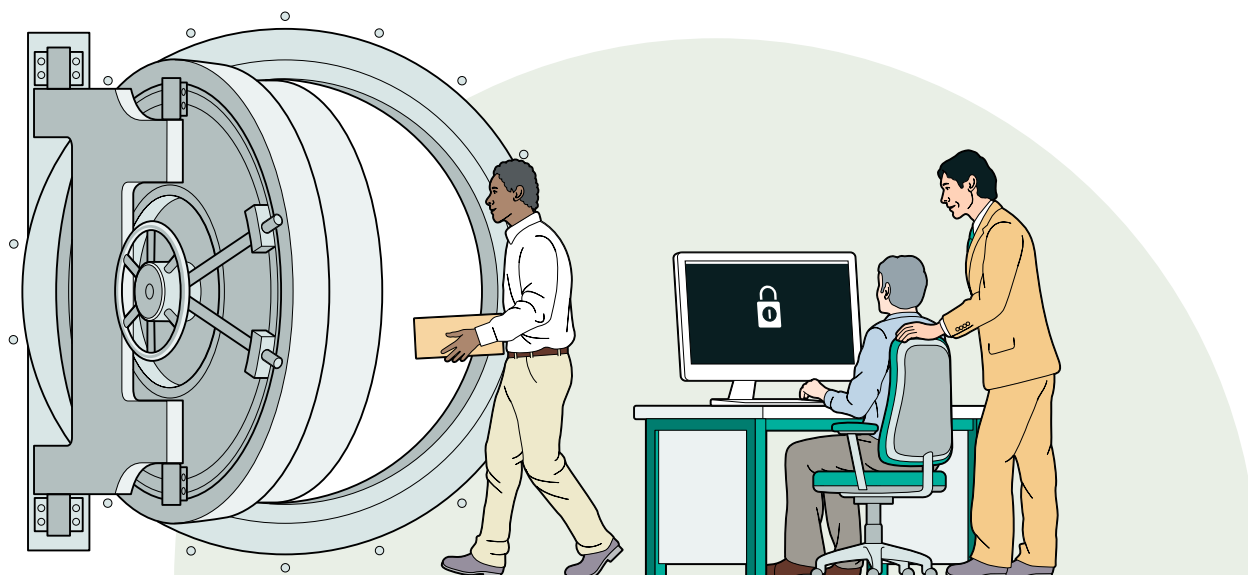
### Quality Assurance



You are given an opportunity to review and approve at several stages in the documentation translation process.

## Final Edits and Archiving of Files

# 10



### Team

- Account Manager
- Project Manager
- Lead Translators
- Editors & Copy Writers
- Desktop Publishers
- Localization Engineers

### Tasks

- You provide any final comments to the translation and formatting.
- Comments are incorporated and final documents are produced.
- GPI ensures any Translation Memories and Glossaries are updated with any final linguistic changes and the final project folder, including all source files are securely archived for future revisions if required.

**Please note:** The translation process shown here represents a basic document translation and desktop publishing workflow adhering to both GPI's documented Quality Assurance Process and Global Best Practices for producing multilingual documentation. GPI's translation process is routinely customized to align with our clients' document authoring, content management, quality assurance and publishing workflows.

# Resources

To learn more about languages, translation processes and services, please visit GPI's Globalization Resources ebook Library at: [link here](#).

Please click below to download other ebooks in GPI's informative "Steps to Success" series.

