JTS

*Proposal
for Localization
project*

JTS Korea, Inc

ISO 9001 Certification For Translation Services

Contents

Company Profile

Name	**JTS Korea, Inc.**
Established	**January 15, 1984 (as a commercial firm)** **January 1, 1992 (as a corporation)**
Achieved	**- ISO 9002 : on April 14, 1998 for the first time in Korea** **- Revised to ISO 9001 on April 20, 2002**
President	**Kim, Myung-gee**
Services	**Software Localization** **Localization of Websites and On-line Materials** **Software Engineering and Technical Services** **Document Translation** **Desktop Publishing (DTP)** **Voice-over/Printing**
Languages	**All Asian languages from English and vice versa** **Korean from European languages and vice versa**
Staff	**24 Full-time and Part-time employees** **Over 500 Freelancers (experts classified by the field)**
Address	**3rd FL, SamKyung Bldg., 372-10, Seokyo-dong** **Mapo-gu, Seoul, Korea**
Telephone	**82-2-337-4447 (Rep.) Fax 82-2 -337-1265**
Website	**http://www.jtskorea.co.kr**
E-mail	**Miki Jeon** — **Sook Roh** **Overseas Business Manager** — **Managing Director** **ibjeon@jtskorea.co.kr** — **sook@jtskorea.co.kr**

Introduction

JTS is one of the leading technical translation companies in Korea. JTS has capable in-house "hard and soft" resources and a large pool of qualified translators, reviewers, proofreaders, and software engineers to cover all types of translation. Since 1984, JTS has led the Korean software localization industry, providing bug-free, technically correct, and user-friendly localized products for major information technology companies.

The real software localization industry started in Korea when IBM began to localize their products. From the beginning, JTS has been a reliable partner involved in IBM projects. Based on this pioneering with IBM, we have been largely expanded the demands of localization products for the worldwide major IT companies such as Sun Microsystems, Microsoft, Autodesk, Hewlett Packard, etc. . Now JTS has sophisticated skills to localize your products.

On April, 1998, we have achieved the Lloyd's Register Quality Assurance's ISO 9002 Certification for the first time in Korea – the mark of world-class commitment to quality. Being awarded the ISO 9002 means having systems that guarantee the highest level of quality and customer satisfaction. Until now ISO 9002 measures our performance as a software localization/translation organization as well as our ability to deliver exactly what we promise, on time and best quality. It confirms that we have the infrastructure and management commitment to meet both our customer's expectations and our own aspirations as a company. As for updating our QA system, we revised this to ISO 9001 on April 20, 2002 to show our continuous exertion for the best quality services according to the international regulation.

Continued….

When it comes to the Korean market, JTS is the intelligent choice to sharpen your competitive edge in localizing your product and service.

JTS offers the following services:

- Software Localization
- Localization of Web sites and On-line Materials
- Software Engineering and Technical Services
- Document Translation
- Desktop Publishing (DTP)
- Voice-over/Printing

JTS has many professionals and experts in various fields:

- Software/Web/E-Commerce/E-Learning
- Information & Communications/Telecommunications
- Electricity, Electronics, Mechanics, Automobiles, Aeronautics, Ship
- Environment, Medical, Pharmacy, Civil Engineering, Construction
- Patents/Contracts, ERP, MRO, CRM, SCM, etc.
- Marketing/Sales Materials, Brochures, Catalogues

Organization

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┌──────────────────────┐                    ┌──────────────────┐
│ Technical Advisory   │....................│   President      │
│ Committee            │                    └──────────────────┘
└──────────────────────┘                             │
                                                      │....┌──────────────────┐
                                                      │    │ Quality Committee│
                                                      │    └──────────────────┘
┌──────────────────┐                                  │
│ Planning Dept.   │──────────────────────────────────┤
└──────────────────┘                                  │
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General Affairs	Quality Assurance	Project Management	System/ Software Engineering	Local Marketing	Overseas Marketing
• General affairs • Accounting	• Quality Inspection • Education for Project Management Technique • Translation instruction	• Schedule Management • Freelancer Management • Glossary Management • Translation • Linguistic Review • Proofreading • Formatting • Printing (Publishing)	• Network Management • Computing Education	• Marketing & Sales • Customer Support	• Overseas Marketing • Customer Support

Major Clients

- IBM
- Microsoft
- Hewlett Packard
- Sun Microsystems
- Adobe
- Corel
- DigitalThink
- Intel
- Novell
- 3Com
- Ericsson
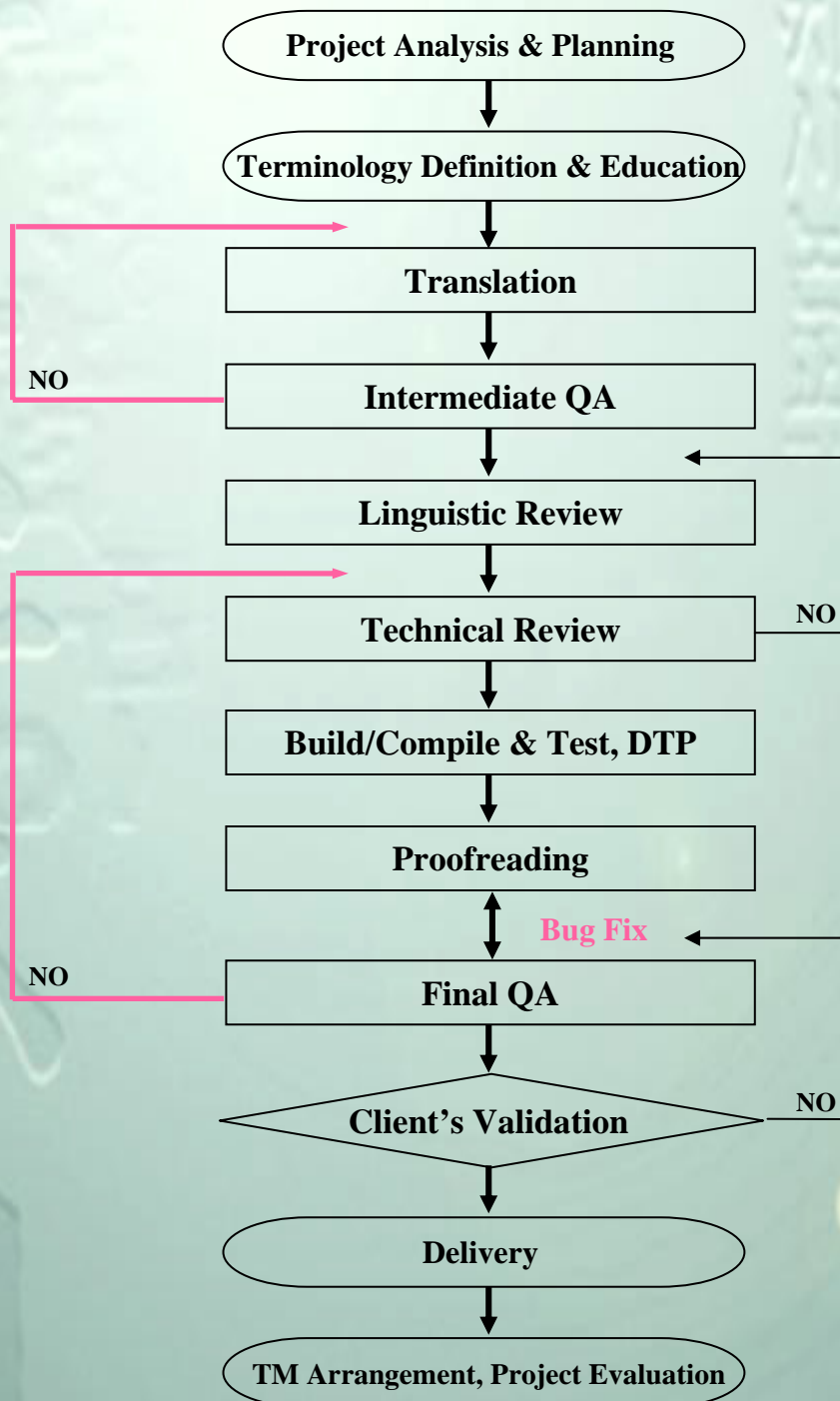- Motorola
- Teledyne
- Ariba
- Genie
- Siebel

- Nokia
- Galileo
- Cisco Systems
- L-3 Communications
- Lexmark
- Dell
- Oracle
- WebEx
- Volvo, KIA
- DaeWoo
- LG
- Samsung Electronics
- Hyundai
- POSCO
- And Many others

Status of Equipment

Description		Details
Localization Tools	**CAT Tools**	**IBM Translation Manager 6.0.9 (TM/2)** **Trados 6.0/6.5/7.0** **Star Transit 3.01, Microsoft Helium 1.2b** **Corel Catalyst 5.03/6.0, Flexitrans 3.06, SDLX 4.2.1** **DVX workbench 7.5.39** **Passolo Translation Edition 4.0** **Suntrans translation editor 4.1** **Open Language Tools XLIFF Translation Editor, v1.2.3** **Novell Localisation Workbench 1.1.5** **Idom Worldserver Desktop Workbench 8.0, MemoQ,** **Déjà Vu X version 7.5,** **RC wintrans X8**
	Localization and Terminology Tools	**Microsoft LocStudio 4.8** **Trados MultiTerm 6.01, 7.0**
	Compiler	**MS HTML Help WorkShop** **MS Help WorkShop** **RoboHelp, 2002, X3, X5**
	Testing Tools	**MS RICH/MS HTML Test** **MS HLC/MS Chumper/MS RLC** **Microsoft Orbitor, V HULK3.0**
Software	**O/S**	**Microsoft Windows 95, 98 & NT, 2000, XP** **IBM OS/2 3.0 & 4.0/Mac OS 8.0/9.0/10.3.4(OS X)**
	DTP &Others	**Microsoft Office NT.2000, XP, 2003** **Adobe FrameMaker+SGML 6.0,** **Adobe FrameMaker 5.1 & 5.5/6.0/7.0** **PageMaker 6.0 & 6.5K** **Adobe Acrobat 3.0/4.0/5.0/6.0** **Adobe Indesign 1.5/2.0/CS/CS2/CS3** **Adobe Illustrator7.0/8.0/9.0/10.0/CS/CS2** **Adobe Photoshop 6.0/7.0** **Microsoft Visual Basic 5.0** **Freehand 8.0/10.0** **Corel Draw 9.0** **Quark Xpress 3.3K/4.1 - MAC / 4.1, 5.1, 6,1 – PC** **WebWorks Publisher 2003 for FrameMaker**

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S/W flow chart

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        ┌─────────────────────────────────┐
        │  Project Analysis & Planning    │
        └─────────────────────────────────┘
                        │
        ┌─────────────────────────────────┐
        │ Terminology Definition & Education│
        └─────────────────────────────────┘
                        │
        ┌─────────────────────────────────┐
        │           Translation           │
        └─────────────────────────────────┘
                        │
        ┌─────────────────────────────────┐
   NO   │         Intermediate QA         │
        └─────────────────────────────────┘
                        │
        ┌─────────────────────────────────┐
        │        Linguistic Review        │
        └─────────────────────────────────┘
                        │
        ┌─────────────────────────────────┐
        │        Technical Review         │  NO
        └─────────────────────────────────┘
                        │
        ┌─────────────────────────────────┐
        │     Build/Compile & Test, DTP   │
        └─────────────────────────────────┘
                        │
        ┌─────────────────────────────────┐
        │          Proofreading           │
        └─────────────────────────────────┘
                        │         Bug Fix
        ┌─────────────────────────────────┐
   NO   │           Final QA              │
        └─────────────────────────────────┘
                        │
        ◇ Client's Validation ◇   NO
                        │
        ┌─────────────────────────────────┐
        │            Delivery             │
        └─────────────────────────────────┘
                        │
        ┌─────────────────────────────────┐
        │ TM Arrangement, Project Evaluation│
        └─────────────────────────────────┘
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Overview of QA Policy

1.   Thorough Preparation

- Organization of optimal Project Team Members
- Familiarity with Project Concept
- Collection of related Knowledge
- Set-up of Glossary and Style Guide
- Prior practical Training and Test, if applicable, on Project

Continued….

2. Frequent Linguistic & Technical Support

- **Frequent Evaluations of Translation at each Process for Efficiency**

- **Application of 10-30-60 System for Initial Quality Improvement**

Typical Example) <u>*In case of completing 100,000 words within 30 days*</u>

Working Days	10 Days	10 Days	10 Days
Working Volume	10,000 words	30,000 words	60,000 words
Absolute Volume	3,000 words	3,000 words	3,000 words
Relative QA Volume	<u>***30%***</u>	<u>*10%*</u>	5%
Remark	*First 10 Days include Preparation and Training*		

Continued….

- **Continuous and prompt Feedback of error corrections from reviewer to translator, from proofreader to reviewer, and vice versa in progress of project through on-line system such as FTP server and with full support of QA**

- **Introduction of a Evaluation System where a reviewer will evaluate a translator, and a proofreader will evaluate a reviewer instead of an quality inspector for the purpose of improving quality through active communication between the team members, on the basis of which qualified members will be properly rewarded with Incentive/Bonus**

Continued….

3. Strict Statistical Inspection

- **Numeration of typified errors for objective evaluation as well as easy correction from team members' viewpoint**

  Typified Errors) Omitted Part, Linguistic Error such as grammar and inaccuracy, Technical Error such as ignored function, Terminology Inconsistency, Readability such as language quality, Discordance with Style Guide, Orthography such as spelling rules, country standards etc.

- **Return of the failed translation to its team member until it has been corrected below the specified allowable limit**

- **Targeting Error Rate**
  1. *After translation*   *1%*
  2. *After review*   *0.4%*
  3. *After proofreading*   *0.004%*

Continued….

- **Maintenance of records by team member including Project Manager with client's comment for later reference in next projects**

  Note) Refer to the sample QA Report

QA Report

QA Evaluation

Product name/version:	**IDM Desktop help system**
Date of evaluation:	**24-Jan-03**
Process:	**Review**
Sampling folder/file and total volume:	**compdoc.rtf, docs.rtf, external.rtf, folder.rtf, glosdisp.rtf/29,359 words**
Scope and number of words evaluated:	**folder.rtf, glosdisp.rtf** **5394**
JTS project manager:	**Sung Jin Park**
JTS localizer:	**Ji Eui Kim**
JTS QAer (evaluator):	**Dong Yoon Lee**
Customer contact:	**Alejandra Gonzalez Monitiel**
Source language:	**English**
Target language:	**Korean**

EXCELLENT   VERY GOOD   GOOD   ABOVE AVERAGE   OK

Details

Language Category	Error type	Number of errors found		Type total	Max. number of errors allowed for a pass rating	Grade
		Minor	Major		For this sample	
Accuracy	Omissions (deleted and untranslated)	1		1		
	Additions			0		
	Cross-references	1		1	Pass	
	Mistranslation			0		
	Formatting errors			0		ABOVE
	Category total	2	0	2	4	AVERAGE
Terminology	Glossary adherence			0		
	Context			0	Pass	
	Consistency			0		
	Adaptation to the target reader	1		1		
	Category total	1	0	1	4	VERY GOOD
Language Quality	Grammar	2		2		
	Punctuation			0	Pass	
	Spelling			0		
	Typing errors			0		
	Spacing	1		1		
	Category total	3	0	3	9	GOOD
Style	Style guides			0		
	General style	2		2	Pass	
	Tone			0		
	Category total	2	0	2	9	VERY GOOD
Country Standards	Sorting order			0		
	Unit conversion			0	Pass	
	Local suitability			0		
	Category total	0	0	0	2	EXCELLENT
		TRUE	Pass		TRUE	VERY GOOD
	Grand total	8	0	8	28	VERY GOOD

Maximum number of errors allowed for a pass rating

Error category	# of errors found per 2,500 words
Accuracy	2
Terminology	2
Language Quality	4
Style	4
Country Standards	*1*
Total	*13*

Index to scores

Let N= A/B
A: Number of errors found per 2,500 words in the sample file
B: Maximum number of errors allowed for a pass rating

N<=0.2	Excellent	
0.2<N<=0.3	Very Good	
0.3<N<=0.4	Good	Pass
0.4<N<=0.5	Above Average	
0.5<N<=1.0	OK	
1<N<=3	Poor/Inexperience	Fail
N>3	Very Poor/No Knowledge	

Minor and Major Error Criteria

Major	1. The error appears in an important or visible part such as the menu bar, title or book cover.
	2. The same error is found in multiple locations after QA feedback is provided.
* More than one major error per 2,500 words will result in a Fail	3. The error might lead the users to misunderstanding the function of the software.
Minor	Any error of a severity lesser than Major

Feedback