urban workflow

EN 15038

ISO 9001

translator

editor

project manager

senior pm

business development manager

vendor manager

desktop publishing

customer

control

accounting

management

database

translation

dialogue

transparency

editing

reporting

proofreading

terminology

feedback

dialogue/feedback

formatting

electronic media

transfer to

new translators

new editors

archiving and invoicing

Plunet

MEMSOURCE

6 PM sends the documents to be translated to the translator along with the database to be used in the job, reference documents, terminology list and job instructions. Translation is always done by native speaker translators who are specialised in the subject and who have the required certificates. The PM is responsible for selecting proper translators. All details on translators (period of working with Urban, area of expertise, technological competence etc.) are available in detail in the translator cards on the Plunet Project Management System.

7 Translators complete translation of the documents sent to them in time, with the required quality level by following the instructions and then submit the translations to the PM.

10 Translated and proofread documents are sent to the DTP department by the PM, and the DTP work required for submission of the translation with the same format as in the source language and transfer of files from the translation tool used to the required format are performed in this department. Any special instructions on the format, if any, are applied.

9 The PM sends the reviewed documents received from the editor to the translator once again with the corrections made on them. The translator apply the corrections they approve and report the corrections they reject to the PM on another file with the reason for rejection.

9a Dialogues between the translator, editor and customer on the instructions, corrections and changes are coordinated directly by PM to ensure agreement at a common point and that all jobs are completed as per the requirements of the customer.

2 The PM performs general analysis of the files received; thus they become informed on the content, volume and technological requirements of the job. If required, they communicate with the customer to determine the requirements completely and make everything clear. If any, they get the reference documents, database and the terminology list from the customer. Databases, terminology lists and reference documents suitable for the project are determined by the PM amongst the available ones for translation jobs received from regular customers of Urban.

After the analysis performed, the PM approves the deadline requested by the customer and waits for the approval of the quote. When required, they recommend alternatives and suggest a better option, if any. If it is not possible to deliver the job with the required quality level within the requested time frame, they report this to the customer in advance and discuss the suggestions for solutions. Transparency is Urban's corporate policy, and employees are transparent to customers in each process as per this policy.

4 If no terminology list is available for the files to be translated and it is to be created from scratch, the PM sends the files to an editor specialised in that subject so that they create a terminology list. Then, the PM sends the list prepared by the editor to the customer to get an approval.

1 Urban's regular customers generally send the documents to be translated directly to the PM responsible for their company. Otherwise, files are transferred to the responsible PM by Urban. If the files are received from a new customer, Senior PM or Business Development Manager has the preliminary talks with the potential customer and assumes the responsibility of the first job received.

12 Before the files are delivered to the customer, the PM performs a final inspection to ensure that documents are prepared in proper and correct format as per the requirements of the customer and then delivers the job. After the customer approves receipt of files, the PM archives the project by completing all required details. Archived document is automatically submitted to the accounting department for invoicing.

1a The Senior PMs and Business Development Managers follow up the projects regularly through the Plunet Project Management System and direct the PMs accordingly. As per the demands of new customers and quality of the files to be translated, they determine the PMs who would be responsible for the future projects and transfer the responsibility without causing any setbacks by managing the first projects themselves and adding the PMs in CC.

13 The quality department also contacts customers regularly to ask about their satisfaction with Urban's services and seeks feedback. This department inspects and examines the feedback received from the customer. They discuss with the management the results reached after the inspections and the potential actions to take.

5 The PM makes the proper planning according to the content, volume and requested deadline of the job and creates a timeline for all stages of the project. Then they determine suitable resources, as well as the translators and editors to work on the project, talks to them and assigns them to the project as the translator and editor.
For large projects, a certain part of the documents are translated, edited and proofread before the translation process begins. Thus, a quality pre-database is created before sending the high-volume project to translators. As such, quality of the translation is improved even at the start of the project.

4 If no terminology list is available for the files to be translated and it is to be created from scratch, the PM sends the files to an editor specialised in that subject so that they create a terminology list. Then, the PM sends the list prepared by the editor to the customer to get an approval.

6a The Vendor Manager regularly works to add new translators and editors to the system. They select the translators and editors as per the standards determined and add those who have successfully completed the required tests to the system with all the details, and create translator cards. Also, they always inform the PMs via e-mail whenever a translator is added to the system. PMs review these translator cards to find the translator who has the required qualifications. Vendor Manager also follows feedbacks on translators meticulously, inspects and examines translation errors.

8 The PM sends translated documents to the editor together with the database, reference documents, terminology list and job instructions. Editors are, just like translators, native speakers who are specialised in the subject and who have the required certificates. They complete the job with the required quality following the instructions, and then submit it to the PM.

3 Upon approval from the customer, files to be translated are sent to the Desktop Publishing department by the PM. The DTP department transmits/converts the relevant files to the electronic media that suit the translation tool to be used.

11 Documents prepared by the DTP department are sent to the QA department. Files are passed through a final review for the format and language by a proofreader in the QA department and then they are approved.

PM: Project Manager
Senior PM: Senior Project Manager
Business Development Manager:
DTP : Desktop Publishing
Vendor Manager: Supply Chain Manager
QA: Quality Assurance