

Tõlketeenus. Nõuded teenusele

Translation services - Service requirements

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

Käesolev Eesti standard EVS-EN 15038:2007 sisaldab Euroopa standardi EN 15038:2006 ingliskeelset teksti.

Standard on kinnitatud Eesti Standardikeskuse 29.06.2006 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teatajas.

Euroopa standardimisorganisatsioonide poolt rahvuslikele liikmetele Euroopa standardi teksti kättesaadavaks tegemise kuupäev on 17.05.2006.

Standard on kättesaadav Eesti standardiorganisatsioonist.

This Estonian standard EVS-EN 15038:2007 consists of the English text of the European standard EN 15038:2006.

This standard is ratified with the order of Estonian Centre for Standardisation dated 29.06.2006 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.

Date of Availability of the European standard text 17.05.2006.

The standard is available from Estonian standardisation organisation.

ICS 03.080.20

Võtmesõnad: kvaliteedijuhtimine, nõuded, teenused

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English Version

Translation services - Service requirements

Services de traduction - Exigences requises pour la
prestation du serviceÜbersetzungs-Dienstleistungen -
Dienstleistungsanforderungen

This European Standard was approved by CEN on 13 April 2006.

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Foreword

This document (EN 15038:2006) has been prepared by Technical Committee CEN/BT/TF 138 "Translation services", the secretariat of which is held by AENOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 2006, and conflicting national standards shall be withdrawn at the latest by November 2006.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Introduction

The purpose of this European standard is to establish and define the requirements for the provision of quality services by translation service providers.

It encompasses the core translation process and all other related aspects involved in providing the service, including quality assurance and traceability.

This standard offers both translation service providers and their clients a description and definition of the entire service. At the same time it is designed to provide translation service providers with a set of procedures and requirements to meet market needs.

Conformity assessment and certification based on this standard are envisaged.

1 Scope

This European Standard specifies the requirements for the translation service provider (TSP) with regard to human and technical resources, quality and project management, the contractual framework, and service procedures.

This standard does not apply to interpreting services.

2 Terms and Definitions

For the purposes of this document, the following terms and definitions apply.

2.1

added value services

services that can be provided by a **TSP** (2.18) in addition to translation services

2.2

competence

demonstrated ability to apply knowledge and skills

[ISO 9000:2000, definition 3.9.12]

2.3

document

information and its supporting medium

[ISO 9000:2000, definition 3.7.2]

2.4

interpreting

rendering of spoken information in the **source language** (2.12) into the **target language** (2.14) in oral form

2.5

locale

linguistic, cultural, technical and geographical conventions of a target audience

2.6

proofreading

checking of proofs before publishing

2.7

register

set of properties that are characteristic of a particular type of linguistic text or speech

2.8

review

examine a **target text** (2.15) for its suitability for the agreed purpose and respect for the conventions of the domain to which it belongs and recommend corrective measures

2.9

reviewer

person who reviews