

# How BIG Language Solutions Delivers Quality You Can Trust



Accurate. Compliant. Built to Scale.

Behind every BIG Language Solutions project is a proven, ISO-certified system built to deliver accuracy, compliance, and peace of mind.

## Our 8-Step Translation Process

- 1 Assessment**  
We analyze source content and client requirements.
- 2 Resource Selection**  
We assign qualified translators, editors, and SMEs.
- 3 Translation**  
An experienced linguist translates the content.
- 4 Revision**  
A second linguist edits and reviews the translation.
- 5 Approval**  
Translators and editors align on final changes.
- 6 Automated QA**  
Any potential issues are flagged using a customized QA process in our TMS.
- 7 Final QA Check**  
Our QA team ensures accuracy, consistency, formatting, and compliance.
- 8 Delivery & Archiving**  
Final file delivered securely and archived per your instructions.

## Quality in Action

- ✓ Source & target language fluency
- ✓ Grammar & writing mechanics
- ✓ Attention to detail & instruction-following
- ✓ Timeliness & CAT tool proficiency

## Ready to Trust Every Word?

Partner with a provider built for accuracy, compliance, and your peace of mind.

**Talk to Our Translation Experts.**

info@biglanguage.com

## Quality That's Built-In



### ISO 17100

Qualified linguists, editors, and PMs



### ISO 9001

Enterprise-wide quality control



### MTPE (Upon Request)

Separate from production



### Independent QA Team

Human-reviewed machine translation

## How We Manage Our Vendor Network



### All Linguists evaluated for

- Source & target language fluency
- Grammar & writing mechanics
- Attention to detail & instruction-following
- Timeliness & CAT tool proficiency

### On-time delivery

### Linguistic accuracy

### Non-conformance reports

### Cumulative scorecards

## Feedback That Fuels Progress

- We collect annual Customer Satisfaction Surveys
- Net Promoter Score (NPS) guides service improvements
- Feedback informs KPIs and is shared with clients

