

# 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 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

## Quality in Action

- ✓ 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

## 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

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

