



**SimulTrans**  
your languages – your timeline

## SimulTrans' ISO Certification

In July 2008, SimulTrans became ISO 9001:2000 certified, further confirming our dedication to our core ideals of time, quality, and technology. With an eye for quality, integrity, and customer satisfaction, SimulTrans now has a recognized, comprehensive system through which to better achieve those goals more effectively and systematically.



SimulTrans was able to attain ISO certification in record time because we already had quality systems and processes in place. Having worked with an ISO consultant for several months, SimulTrans refined its processes in documentation, contingency planning, and creating, measuring and ensuring high quality deliverables. Adam Jones, Chief Operating Officer at SimulTrans, noted, "All of the team members at SimulTrans are proud to receive ISO 9001:2000 certification. This certification validates the quality-oriented processes our company has had in place and has continually improved during our 25-year history."

ISO certification allows SimulTrans' customers to meet their own certification requirements by providing an assurance to notified bodies and regulatory agencies that translations are completed according to a documented and quality-oriented process. Some customers and prospects, particularly companies in the medical field, have requested that SimulTrans hold this certification.

To improve and track quality, SimulTrans has enhanced its Quality Management System. Encompassed within this system are a number of elements to insure continuity and consistency over time such as seen below:

- Quality Manual
- Standard Operating Procedures Manual
- Localization Process Outline Manual and Outline Chart
- Quality Database
- Standard Forms and Registers
- Folder structure
- Quality Committee

Perhaps most notable among SimulTrans' ISO certification elements is the SimulTrans Quality database. Originally developed two years ago, the database has grown in functionality over time and was recently updated to incorporate recommendations from the ISO auditor. This database is a fully automated system that is email-enabled, spans all of SimulTrans' offices and departments, and is easy to use. All SimulTrans' staff members were trained on and use this database actively. Through this database, SimulTrans is able to monitor, index, and respond to different quality issues in an effective and timely manner, while seeking opportunities for process improvement.

For almost 25 years, SimulTrans has been dedicated to its customers and continuously creating value and opportunities that better our clients' goals. ISO 9001:2000 certification further confirms the company's long-term commitment to quality.

$$\pi = \sum_{n=0}^{\infty} \left( \frac{4}{8 \cdot n + 1} - \frac{2}{8 \cdot n + 4} - \frac{1}{8 \cdot n + 5} - \frac{1}{8 \cdot n + 6} \right) \cdot \left( \frac{1}{16} \right)^n$$