



# Quality manifesto

## TABLE OF CONTENTS

1. IDEST's quality policy .....	2
1.1. Towards customers: .....	2
1.2. Management of internal and external courses .....	2
2. Distinctive features of IDEST .....	3
3. Mapping of the process.....	4
4. Dedication .....	5
5. Field of application .....	6
6. Environmental Policy.....	7



# 1. IDEST's quality policy

## 1.1. Towards customers:

- realistic deadlines that are met;
- transparent translation quality requirements on the part of Idest;
- quality of the service provided that meets the customer's requirements and our own standards;
- correct price for the service provided;
- adaptability to exceptional circumstances;
- planning ahead for events that may affect the ability to meet the company's commitments;
- choice of translator and reviser based on the field and the client.

## 1.2. Management of internal and external courses

- reciprocal compliance with commitments;
- rigorous compliance with the confidentiality policy;
- information and forecasting of the company's business;
- specific attention devoted to each of the partners;
- compliance with statutory obligations;
- creating links with other players (including other agencies) in our profession;
- strengthening relationships with professional associations (including those in the educational sector);
- provision of suitable resources for performing the services;
- staff in the best conditions for performing their tasks in terms of workload, working hours, training, methods and sharing of values.



## 2. Distinctive features of IDEST

- IDEST is a company created and managed by translators still pursuing their core profession.
- All the translations are revised (ISO 17100:2015).
- Establishment of long-term partnerships with clients.
- We are specialised in specific areas and do not accept off-target clients.
- We do not accept work with deadlines that would jeopardise the quality standards we have set.
- We only contract with subcontractors that share our distinctive features.
- Our staff are trained internally on the special features of the fields we cover.

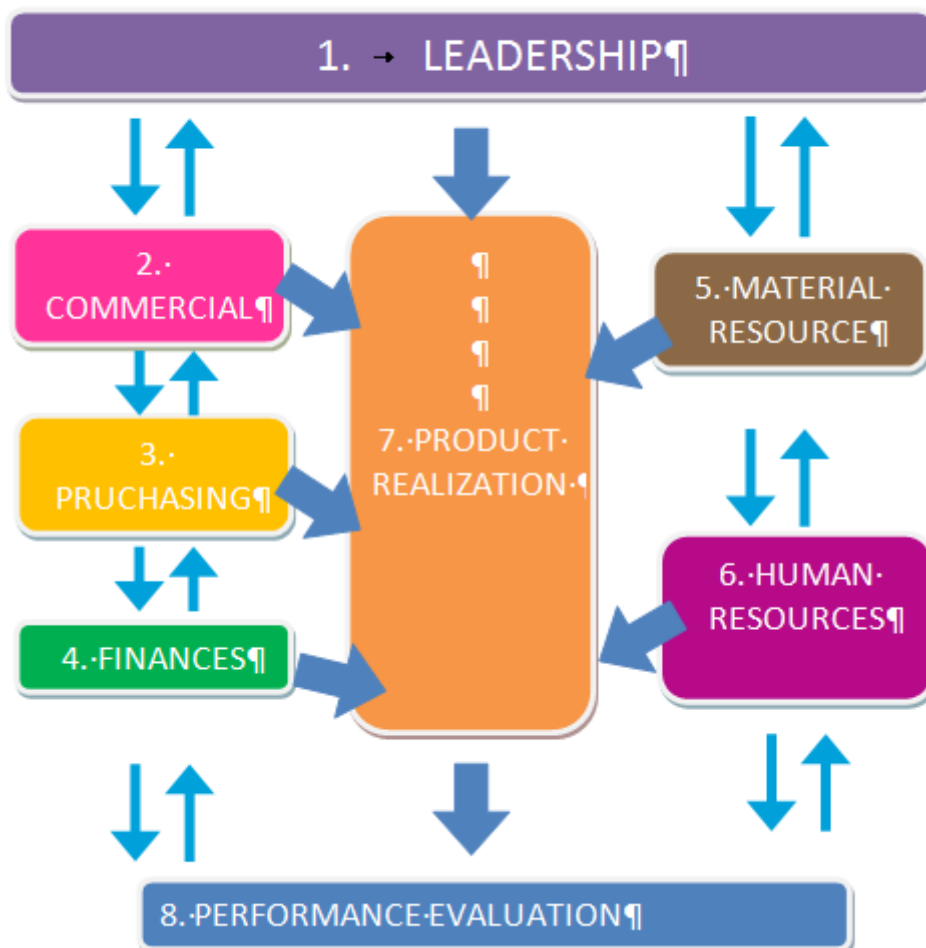


### 3. Mapping of the process

Management of the process covers ten areas:

- Entry data
- Exit data
- Upstream process
- Downstream process
- Criteria and methods
- Resources
- Piloting
- Risks and opportunities
- Process evaluation
- Improvement

Context ¶¶





## 4. Dedication

To meet the quality policy and support it, top management commits to the following:

- internally: to always be at the forefront of knowledge of machine-aided translation tools, have an IT park that is at the cutting edge and have the tools required for proper performance of the work involved;
- externally, to improve relations with translators, partners and revisers;
- to search and develop niche activities with added value (companies working in the sphere of translations);
- to seek out new markets;
- to constantly improve the processes involved;
- to be active in lobbying at the institutional level (conferences, etc.).



## 5. Field of application

Translation and revision of multilingual texts in the field of public and private national and international institutions, and related services.

The field of application does not take into account Chapter 8.3, Design and development of products and services, since our profession does not require creation and uses sources of linguistic skill and translatology respecting the product provided by the client without any change to the substance.



## 6. Environmental Policy

IDEST recognizes the necessity of contributing positively to sustainable development as a long-term objective.

Hence IDEST is keen to:

- reduce its carbon dioxide emissions;
- put in place an efficient use of energy, water and paper;
- introduce best practice in term of waste management;
- favour responsible behaviour through adequate training, information and awareness-raising of its internal staff and external network concerning their activities related to the environment;
- take action to prevent pollution;
- guarantee rigorous compliance with all rules and legislation pertaining to the environment;
- promote transparency in communication and dialogue with all parties involved, both internally and externally.

In practice, IDEST:

- only uses recto/verso printing on chlorine-free recycled paper;
- undertakes selective sorting of all wastes, in particular plastics, paper and toners;
- has put in place an energy-saving policy (computers shut-down at night, strict air conditioning rules, low energy computers, only LCD screens, energy-saving bulbs);
- favours the use of public means of transport and bicycles (in-house parking for bicycles);
- favours the use of e-mail, including for invoicing, rather than hard copy documents.