COMPANY PROFILE 2018

HANOI – BANGKOK - JAKARTA

Table of Content

1. Our Team
   - Vision & Mission
   - Differentiators
2. Services
   - Translation & Localization
   - Multilingual DTP
   - Other services
3. Quality offers
   - Quality Statement
   - Quality Specifications
4. High-light Profiles and Figures
   - Translated Volume
   - Expertise Profile
   - Quality Profile
   - Target Language Profile
   - Source Language Profile
5. Human Resources
   - Company Organization Chart
   - Project Organization Chart
   - Recruitment & Development
   - Capacity & Throughput
6. Infrastructures
7. Project Process
8. Account Management
9. Project Management
10. Quality Management
    - LQA Process
    - Error Management
    - Root Cause Analysis
    - Client Satisfaction Management
    - Continuous Improvement
11. Contact Information

Our team

Company

We are an ISO 9001:2008 certified company in the field of Multilingual Localization & Translation with following facts:

- Established since 2011 by industry veterans;
- Around 20 in-house employees;
- More than 600 resources in 60 language pairs with average of 4 year experiences in the expertise of Technical/Technology, IT (Hardware/Software), Business, Life science and legal.
- 200 partners over the world;
- Hi-tech infrastructures (cloud-based TMS & PMS);

Executives:

Chairwoman: Mrs. Nguyen Kim Oanh, MA of Linguistics, has more than 30 year experiences in Translation.

President/CEO: Mr. Nguyen Duc Manh, BA of IT, Linguistics, Law, has more than 25 year experiences in Translation & Localization.

General Manager: Mrs. Jane (Nguyen Thuy Anh), BA of BA -, 3 year experiences of Operation & project management

HR & Resource Manager: Mrs. Eliza (Nguyen Ngoc Ha), BA of International, has 8 year experiences of HR and vendor management;

.

Differentiators

- **Vision:**

  To be Reliable & Transparent Localization Partner

- **Mission:**

  Help clients reach expected market

- **Core value:**

  Best Practice of Localization Project Management

- **Honest & Prompt response**
- **Customized Time-zone Services**
- **High Capability Mature Model Level**
  - CMMI level 4
  - Comprehensive Cloud-based ERP system
- **Transparent Quality Management System**
  - ISO 9001:2008 certified QMS
  - Quality control with high quality standards: **Six-sigma 4**
  - Quality assurance in compliance with EN 15038, ASTM 2575

Translation & Localization

Languages

- Most of Asian languages

Expertise:

- **General**
- **IT/Technology**: Hardware, Software, Networking, Telecom, Mobile
- **Business**: Marketing & Advertisement, Financial/Banking, HR, Management;
- **Technical/Engineering/Manufacturing**: Automotive, Machinery, Instruments & devices, Electronic, Electric, Manufacturing, Civil Engineering, Construction; ...
- **Legal:** Contracts, Corporate, Business, Litigation, Patents & Trademark, ...
- **Life science**: Medical, Healthcare, Pharmacy, Food & stuff, Cosmetics, Chemicals, Biology, Bio-chem, Genetics

File format

- **Document:** MS office, InDesign, Illustrator, FrameMaker, QuarkXPress, Photoshop, CorelDraw ....
- **Software**: Type of software: OS, Applications, ERP/CRM, Embedded, Help on various platforms: OS on PC and Mac
- **Website**: Web content, Add-on, Mid-wares, online help, e-learning...
- **Multi-media**: Voice-over, dubbing, sub-titling, sound recording, graphic engineering, e-learning

DTP & Other services

Multilingual DTP

DTP tasks:

- Layout/formatting
- Art works
- Graphic engineering

DTP tools:

- MS office,
- InDesign, Illustrator,
- FrameMaker, QuarkXPress,
- Photoshop, CorelDraw ....

DTP platform: PC & Mac with various OS

Languages: Asian & European languages

Capacity: 1,000 pages per day

Engineering & Testing Services

Localization engineering:

- File preparation,
- Project management,
- Localized testing,
- Functional testing;

Linguistic engineering:

- TM align,
- Term extraction & build glossary;

Graphic engineering

Sound engineering:

Content creation & technical writing;

Linguistic consulting.

Quality Offers

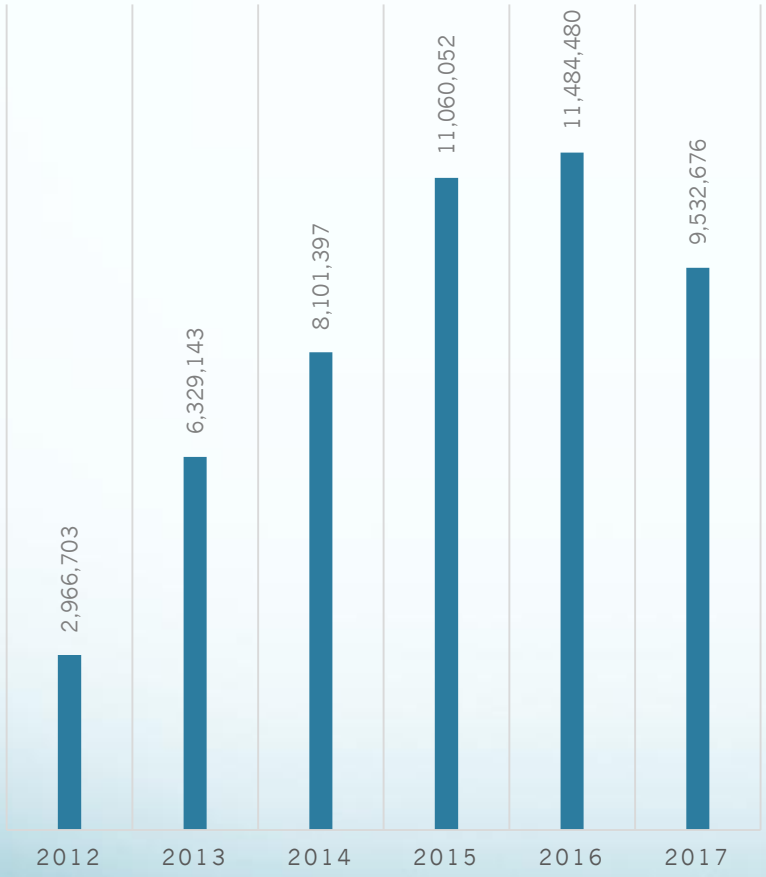
Quality Statement

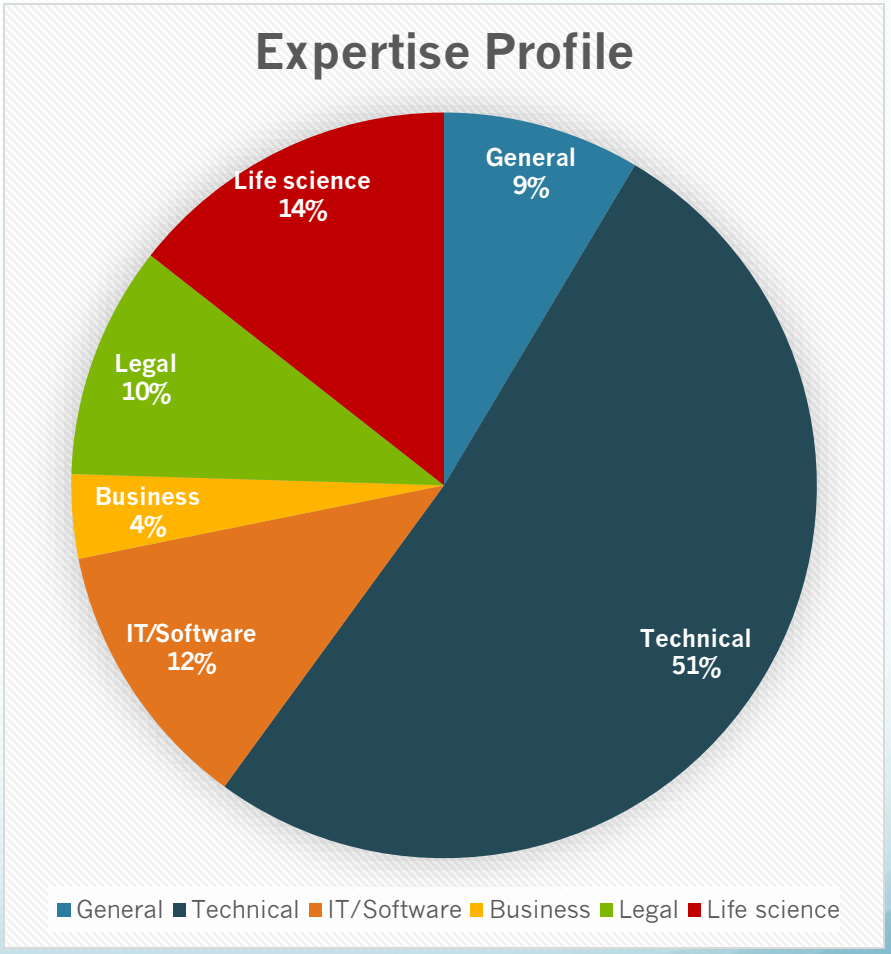
1. Open, honest and prompt response;
2. Experienced & qualified native experts;
3. Available necessary technical and logistical infrastructure;
4. Adhere to the quality processes;
5. Meet all deadlines;
6. Respect all terms and conditions;
7. Keep client's confidential strictly ;
8. Support all client' s requirements;
9. Improve services quality continuously;
10. Correctness is around 99.5%.

Quality Specifications:

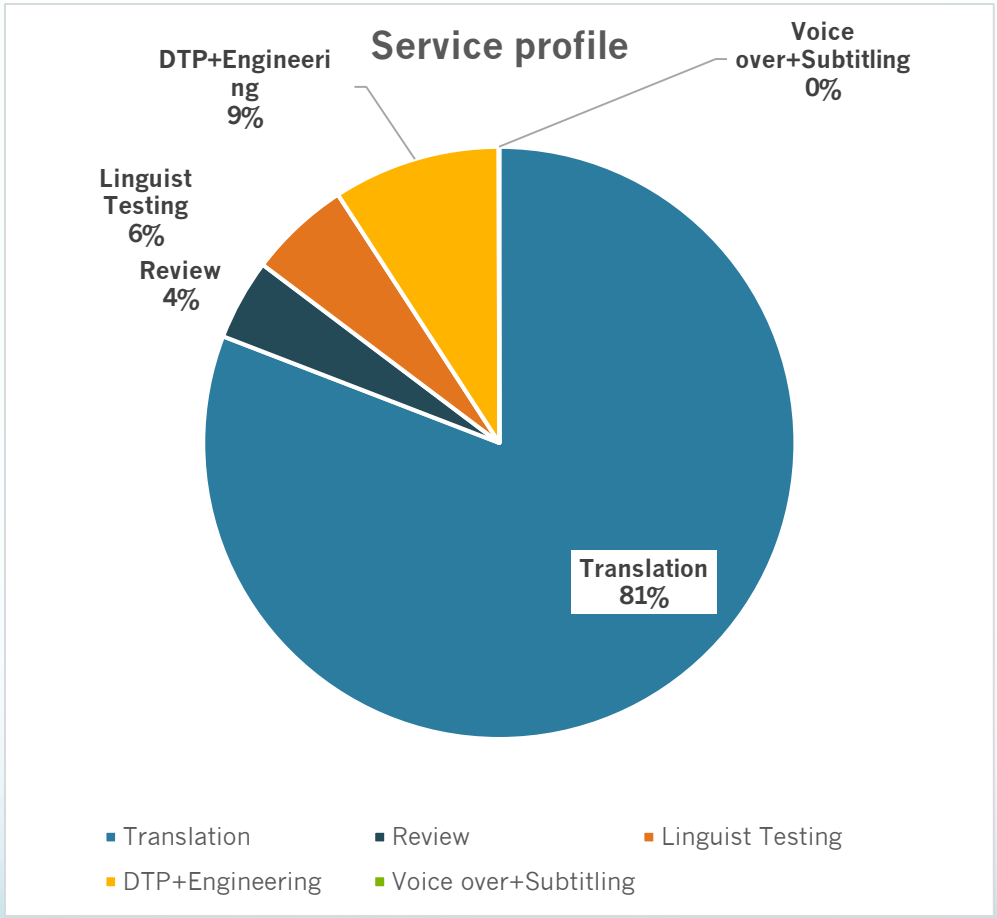
1. Quality Metrics: Lisa QA 3.1, SAE J2450
2. Quality Management Standards: ISO 9001:2008. EN 15038, ASTM
3. **Expected Overall Figures** (3 sigma)
   - Client' s satisfaction: 99.5%
   - Error rate: 0.5%
   - Correctness: 99.5%

Translated Volume

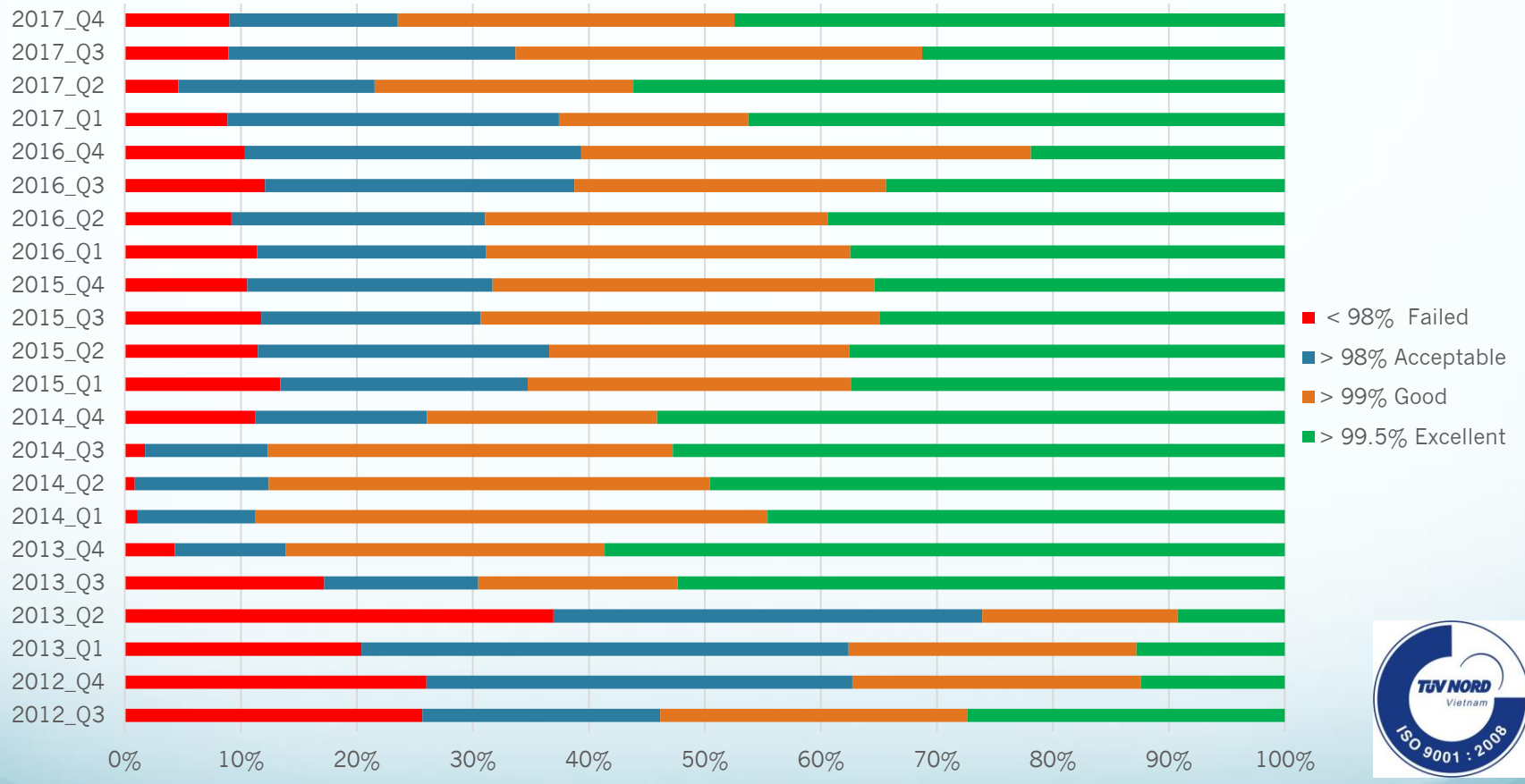




Service Profile

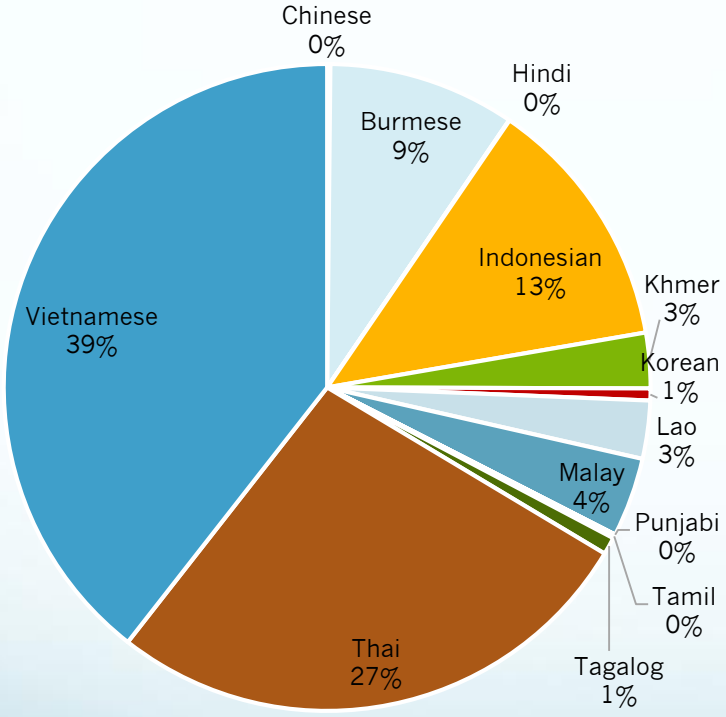


Quality Profile (for translation only)

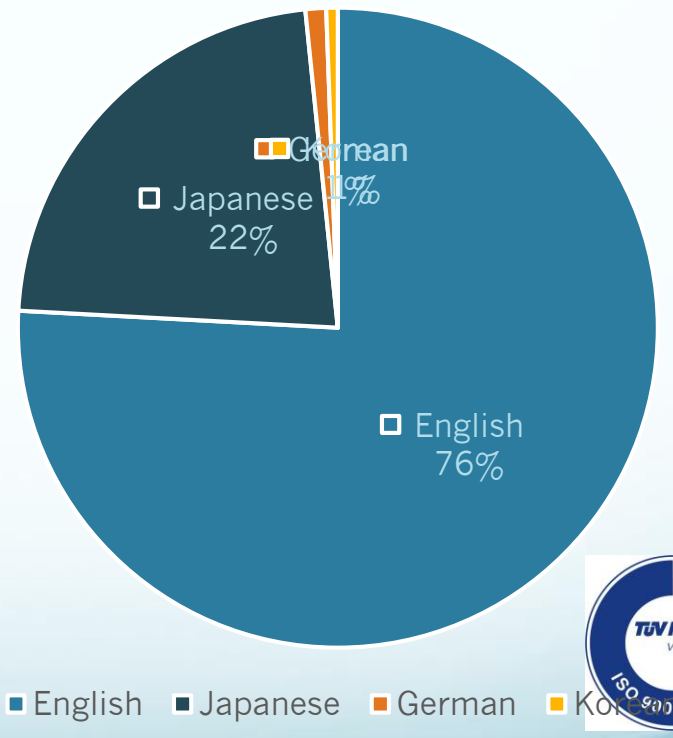


Language Profile

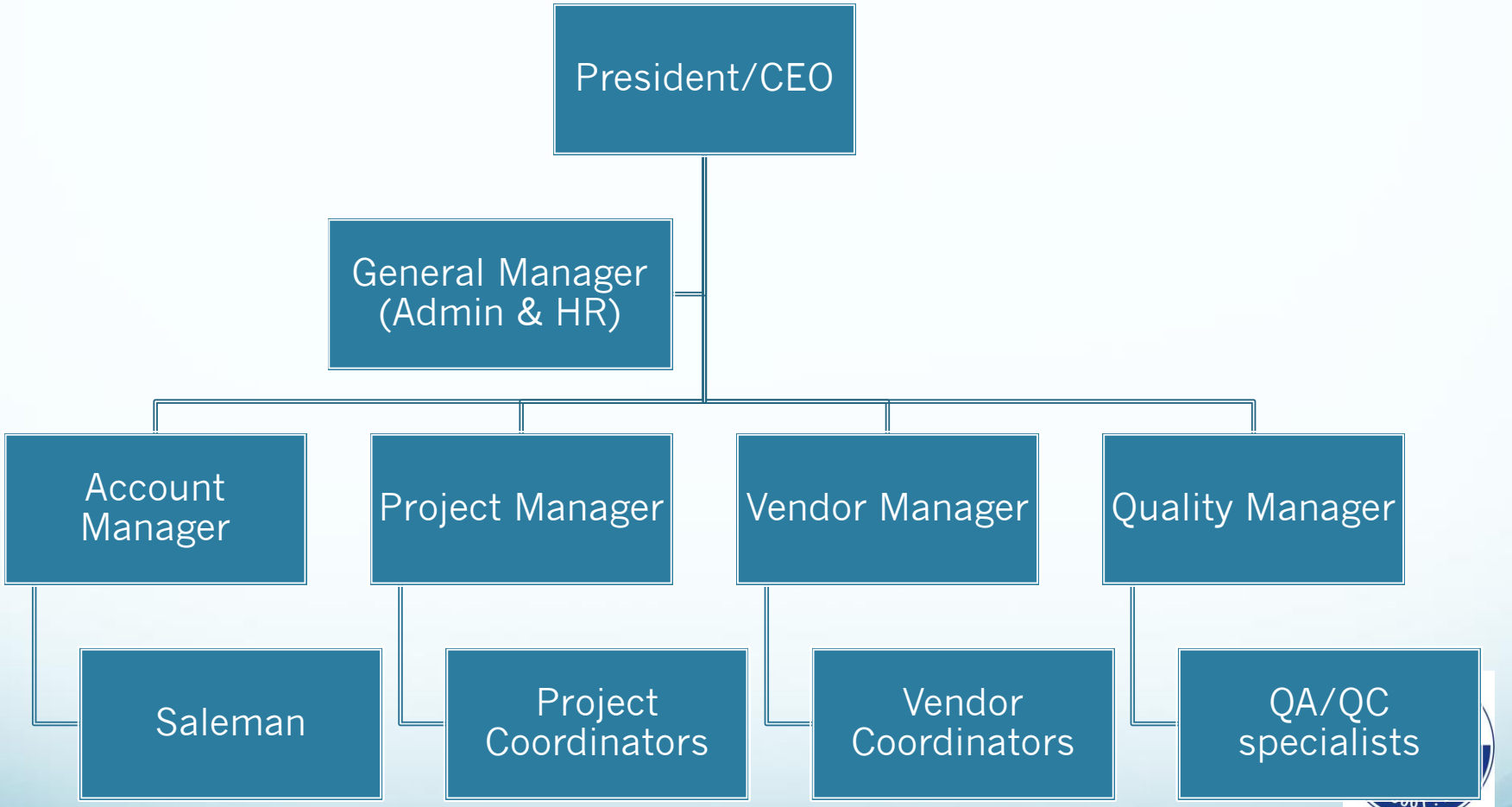
Target lagnuages



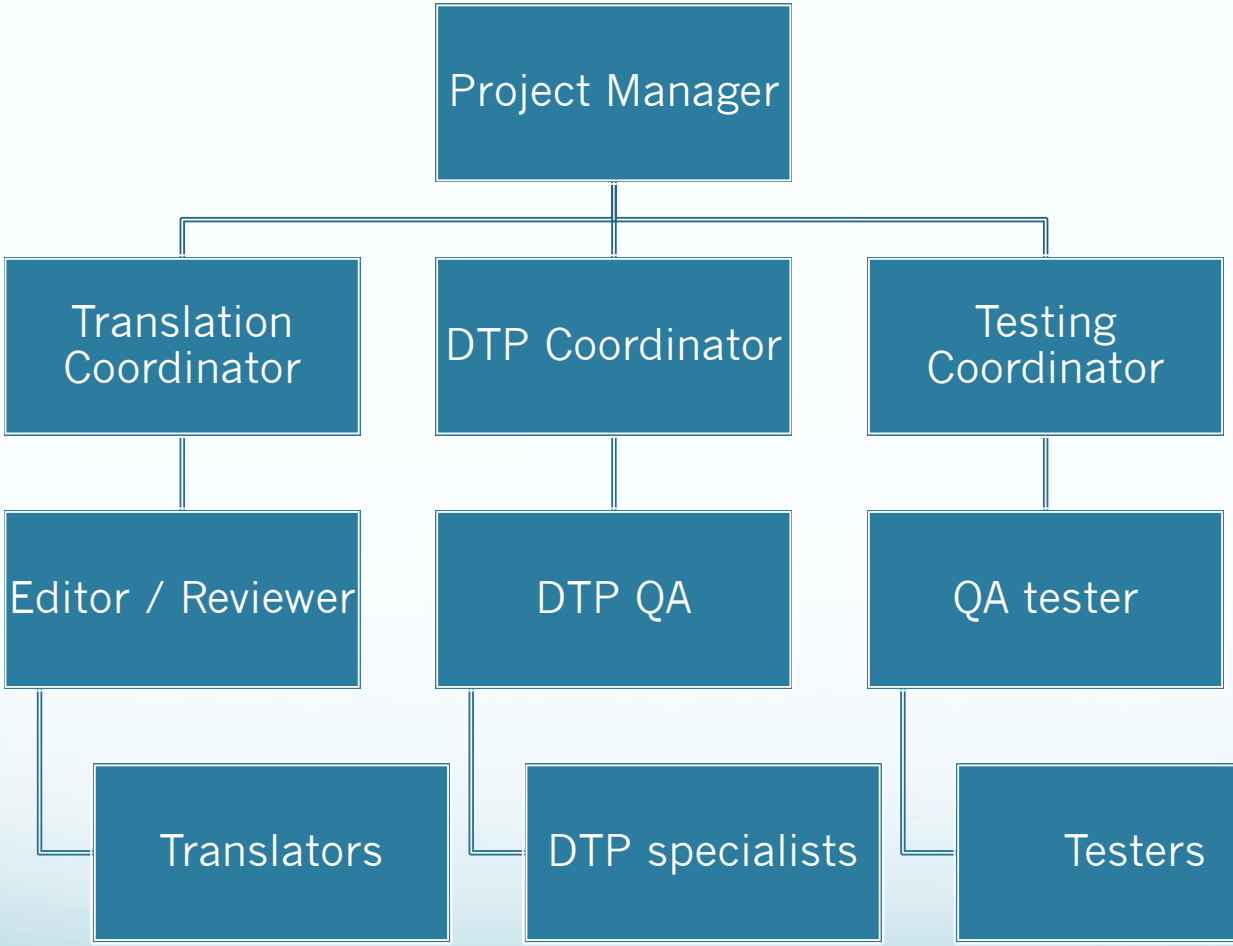
Source Language



Company Organization



Project organization



Recruitment & Development

Recruitment Process

- Search > Shortlist > Primary interview > Test (Linguistic competence, IT basics) > Evaluation > NDA, service agreement > Probation (5 jobs)

Qualification criteria

- Translator:
  - BA or MA degree of linguistics,
  - 2 year experiences of translation
- Editor / Reviewer
  - BA or MA degree of linguistics
  - > 3 year experiences of translation
- Subject Matter Expert:
  - BA/MA background in certain expertise with foreign language proficiency
  - > 5 year experience of translation

Test pass criteria

- Correctness > 99%

Resource's records:

- CV, registration info, NDA, Agreement.

Training new resources

- Tool usage: Our own TMS
- LQA process: T > E/R > Correction > QC
- Linguistic quality: Correctness, Errors, Style guide, Subject matters, criteria PASS/FAIL...
- Performance target: productivity, LQX

Training new tools & processes

- Any new tools required by clients

Quarterly Performance Review

- Calculate rate of "PASS". If rate of "PASS"<90% → given "warning" and ask do RCA
- Calculate error category % per each error causes → find out preventive measures
- Decide remove unqualified linguists from our team

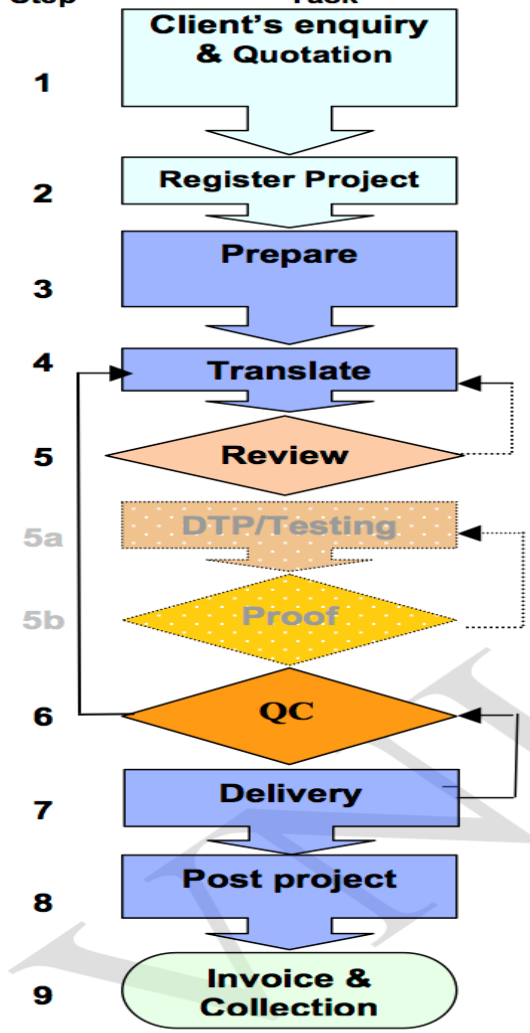
Resources & Throughput

Source	Target	Number of linguists	Throughput Words/day	Average experience years
English (US/UK)	Vietnamese	294	50K-100K	4.5 years
	Indonesian	110	15K-30K	4 years
	Thai	88	10K-20K	4 years
	Malay	40	10K-20K	4 years
	Burmese	35	10K	4 years
	Khmer	30	15K	4.5 years
	Lao	6	10K	3 years
	Tagalog	12	10K	4 years
Japanese	English	40	30K-50K	5 years
	Vietnamese	35	30K-50K	4 years
	Thai	5	10K	5 years
	Indonesian	15	15K- 20K	4 years
	Burmese	5	5K	4 years
German	Vietnamese	10	10K-20K	5 years
	English	10	10K-20K	5 years
French	Vietnamese	15	10K-20K	5 years
	English	15	10K-20K	5 years

Infrastructures

- Computer network: 3G Hz, 4Gb RAM, 540 HDD, MacBook, iMac, iPhone, iPod
- Internet connection: FTTH 750K – 35Mb
- Own 2 IBM server for project management, hosting email, website, FTP server, and TMS
- Tools
  - Own **Cloud-based TMS**, compatible with most of CAT tools as follows:
    - CAT tools: TRADOS, SDLX, Hyperhub, Locstudio, WordFast, Idiom, Xtran, Dejavu, Catalyst....
  - DTP tools: InDesign, Illustrator, QuarkXPress, Frame Maker, Word, PPT, Excel ...
  - Project Management System: Comprehensive **Cloud-based ERP**

Project Process



Symbol	Host	Activities
QUO	PM	1. Check Service specifications (TE, TEP, R, P..) 2. Check File formats: 3. Check Volume & deadline; 4. Check availability of resources; 5. Quotation & Timeline.
REG	PM/PC	1. Client's Approval (Confirm/PO/WO) 2. Register project
PRE	PM/PC	1. Prepare files & folders 2. Prepare TM & Glossary 3. Determine LQA work flow. 4. Team set up, scheduling & job assign
TRAN	Translator	1. Translating 2. Correction
REV	Reviewer	1. Examine, compare source & target 2. Error description & category, corrective suggestion → **4.2**
DTP	Engineer	1. Layout/Formatting 2. Correction
DTP QA	Proof reader	1. Print PDF/Screen shot > Check PDF/UI 2. Error description, corrective suggestion → **5a.2**
QC	PM/PC	1. Quality control. 2. If QC2 < 99.6% → **4.2**
FIN	PM/PC	1. Final verify & Delivery 2. Client's feedback → **6.1** 3. Update TM & Glossary, Style guide;
UPD EVA	PM	1. Manage client comments, 2. Evaluate client satisfaction, 3. Postmortem.
INV	PM	1. Invoice 2. Collection 3. Complete & close project

Standard Project process chart

VNLOCTRA

Account Management

- Each PM shall be responsible for number of accounts. Each product family shall be grouped in certain account.
- Client info management
  - Name, address, contacts, communication method;
  - Services specifications, prices, terms of payment;
- Client's requirement & Quotation
- Project registration: Name, Number, AM, PM, PO, Volume, deadline, tools, file format, instructions,
- Project tracking: Project Dashboard, LQA Dash board
- Delivery: Client's feedback & corrections
- Invoice & collection
- Client's satisfaction survey & evaluation

Project Management

- **Preparation**:
  - Project registration, project folder & files,
  - TM, Glossary, Style guide, references
  - Team set up > schedule > job assignment;

- **Production**: LQA process
  - Translation > Reviewing > Correction > QC · by 3 different linguists

- **Tracking**: Progress Dash board, LQA Dash board, Client comment Dash board.

- **Delivery**: Final verify > packing + zipping > Delivery

- **Post production**: Update TM, Glossary, Style guide

- **Risk Management**
  - **Deadline**: Actual productivity, standby resources, availability management
  - **Quality**: one more checking step, if FAIL status.
  - **Budget**: manage productivity per hour, issues raised, approve time sheet

Quality Management

- **Quality Control (QC)**

QA process	Quality Control Process	Correctness
Only translation	Translate > QA 10% - 30%	98.0%
1 round of checking	Translate > Edit (check 100%)	99.0%
2 rounds of checking	Translate > Review > Correct > Final review (check 100%)	99.8%

- **Quality Assurance (QA)**
  - Comprehensive quality management system starting from handling client's requirement to delivery (see our standard production process)
- **Quality Improvement (QI)**:
  - Update and maintain linguistic assets (TM, glossaries, style guide.
  - Post-morterm and doing RCA, if required
  - Quarterly Internal auditing, Quality plan, ...

LQA Process

1. **Translation**: render the meaning from source text into target text;
2. **Edit/Review**: 100% check, suggest changes, error category,
3. **Correction**:
   - Check reviewer's comments > If agree, implement changes. If not, point out the reason > Root cause analysis
4. **Final review**:
   - Check Translator's nonconformities > Calculate Correctness
   - PASS criteria: Correction's quality score > 99.5%
5. **Final verification**: check deliverable against client requirements

Error Management

- **Error definitions:** Any violations of rules of language conventions, product, instructions, TM, Glossary, Style guide, Locals
- **Correctness** (%) = Total_error / Sample size
- **QC (Quality control score)** = Round(Correctness*1000,3)-900
- **"PASS" criteria**
  - QC1 (T>QA): Correctness > 98.0% QC1 > 80
  - QC2 (T+E>QA): Correctness > 99.0% QC2 > 90
  - QC3 (T>R/E>C>FR>QA): Correctness > 99.5% QC3 > 95

Root Cause Analysis (RCA)

- Cause category: direct causes shall be grouped as below to find out root causes:
  - Careless, Lack of knowledge, Lack of references
- Cause analysis (fish-bone chart)
  - Why questions until no more answer > Root causes
- Corrective: suggest measures to eliminate root causes
- Preventive: suggest measures to eliminate potential causes.

Client's Satisfaction Management

- Client's claim management
  - Project claim > Register > Corrections > Root cause analyze
- Root cause analyze
  - Fish-bone chart, 6 sigma method
- Client's satisfaction evaluation
  - Number of claim/Total of project

Continuous Improvement

1. RCA as doing correction
2. Performance review: If any resources don't meet following criteria, they will be terminated.
   1. Rate of pass : **80**%
   2. QC average > Target QC (under quality plan)
3. Internal auditing: quarterly
4. Quality plan: quarterly, yearly.
5. Quality system reviewing: Yearly

Contact Information

1. Head Office: Hanoi
   - address: 12th floor VINAFOR building, 127 Lo Duc street, Hanoi, Vietnam
   - Tel: 84 24 3941 3763 Fax: 84 24 3941 3760
   - Email: info@vnloctra.com

2. Bangkok office:
   - Address: 4/5 ZEN WORLD building, level 12, Rajdamri road, Pathumwan, Bangkok, Thailand
   - Tel: 66 2697 9273 Fax: 66 2 697 9001 email: info@vnloctra.com

3. Jakarta office:
   - Address: 12th Floor Menara Palma, Jl. HR. Rasuna Said Blok X-2 Kav 6 Kuningan, Jakarta 12950, Indonesia
   - Tel: 6221 2939 1226 Fax: 6221 2939 1222 email: info@vnloctra.com

- Web: www.vnloctra.com