



**Quick Overview of
SLS (Second Language Service)**



Best Quality!
Best Delivery!
Best Satisfaction!

**TRANSLATION COMPANY BASED IN SEOUL,
REPUBLIC OF KOREA**

Table of Contents

1.	General Information	3
2.	Service Details.....	4
3.	Formal Process.....	5
4.	Organization Chart.....	6
5.	QA Report (Sample)	7
6.	Education and Training Program	10
7.	Reserved Equipment	11
8.	Performed Project & Major Clients.....	12
9.	Fair Rate.....	14
10.	Why SLS ?.....	15

1. General Information



Company Name: **SLS Translation (Second Language Service)**

Address: 105-209 Hwasung Tools Distribution Valley, 139-1 Donghwa-ri, Bongdam-eup, Hwasung-si, Gyeonggi-do, Republic of Korea

Phone: 82-31-243-0656

Fax: 82-31-230-9918

Website: <http://www.slstranslation.com>

Primary Contact: Richard Han
Position: Customer Relation Manger
E-mail: slstranslation@gmail.com
Messenger: huckhan@hotmail.com
C.P: 82-11-713-5064

Other Contact: James Kim
Position: Project Manager
E-mail: vurchur@hanmail.net / crm@slstranslation.com

Languages: English, Chinese (Simplified & Traditional), Japanese, French and German, Spanish, Russian <=> Korean

Capacity & Resource Pool

Category	Number of resources
Translators	80 persons
Editors/QAers	3 persons
Project Managers/SE	4 persons
DTP Experts	3 DTP Teams
Multimedia Experts	1 person

Localization Capacity: Approximately 70 thousand words per week

2. Service Details



General Localization

TEP (Translation, Editing & Proofreading)
DTP (Desktop Publishing)
Engineering
3rd Party Review
CAT Analysis

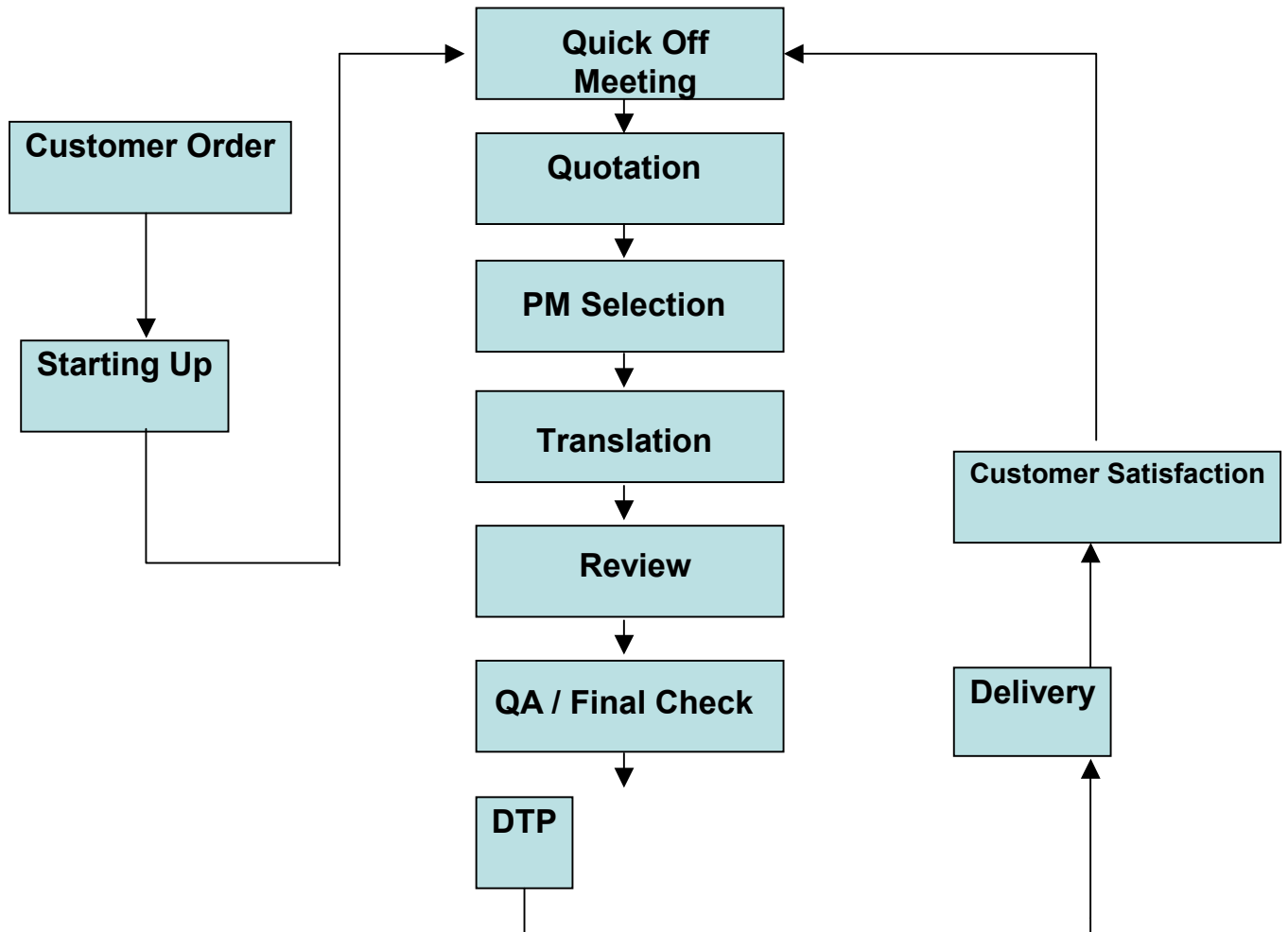
Multimedia

Audio Recording
Audio Editing
Video Editing
Video Post-Production
Lip-sync recording
Sub-title generation

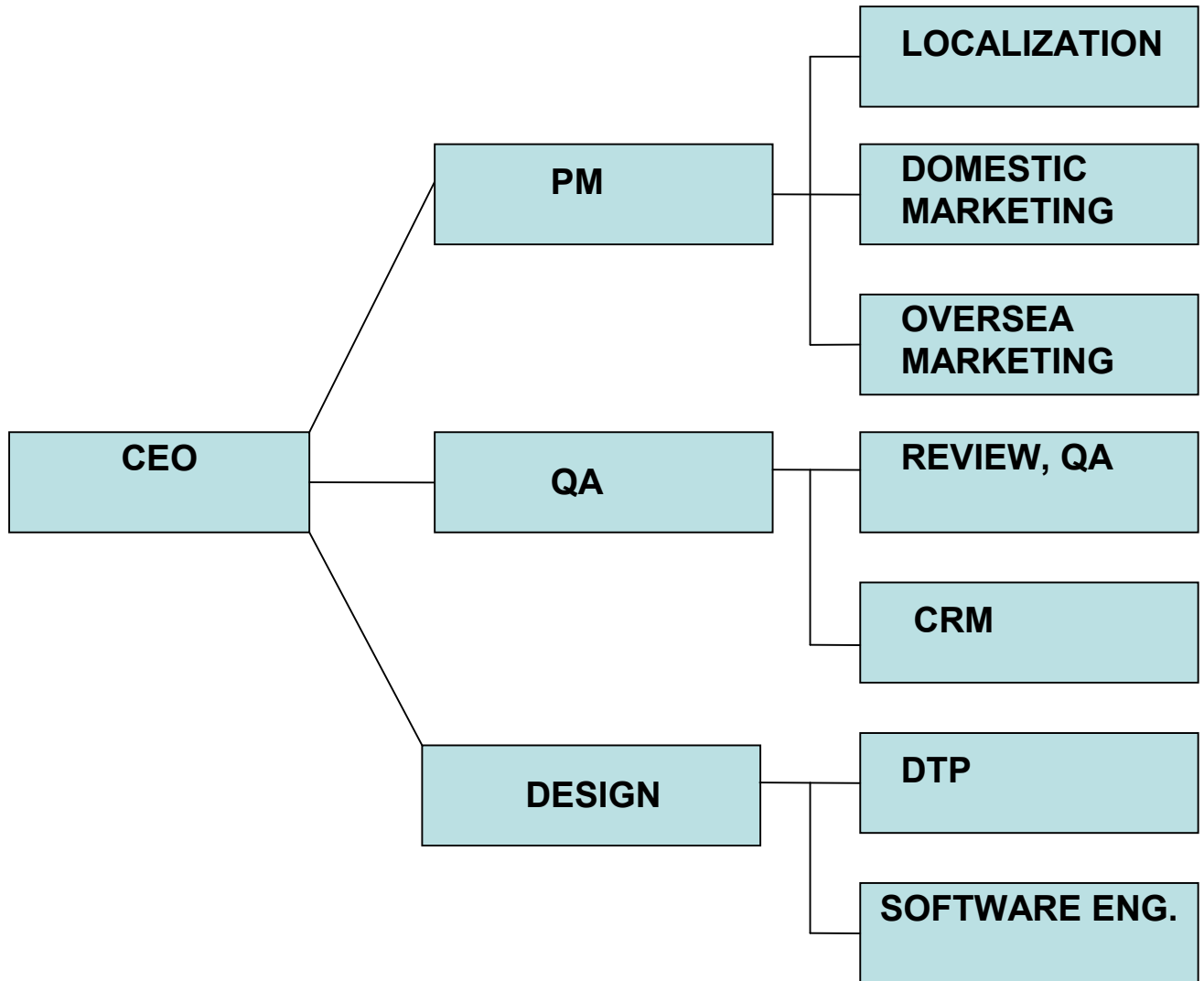
Subject Matter Expertise

Automotive
Catering/Hospitality
Education
Electrical/electronic
Finance/business
Games
Legal
Marketing/Advertising
Medical
Modern street language
Science/Engineering
Software
Telecommunications
Military

3. Formal Process



4. Organization Chart



5. QA Report (Sample)



QA Evaluation

Pass? Yes!

Product name/version:	Project2000
Date of evaluation:	Feb.28, 2002
Process:	Final QA
Sampling folder/file and total volume:	pjproyearlabeldisplay.htm-pjtocobjectmodeltask.htm(451);pjprowbs.htm-pjproWBSVerifyUniqueness.htm(197);pjprotask.htm-pjprotaskx.htm(460);pjprostart.htm-pjprostartyearin.htm(370);pjproresource.htm-pjproresourceviewlistx.htm(680);pjprolevelentireproject.htm-pjprolevelwithinslack.htm(433);pjprohyperlink.htm-pjprohyperlinkx.htm(254);pjprodisplayalerts.htm-pjprodisplaywizardusagex.htm(473);pjprodefaultautofilter.htm-pjprodefaultworkunits.htm(491);pjprocost.htm-pjprocostvariance.htm(232);pjproautoaddressesources.htm-pjproautotrack.htm(314);pjproactualcost.htm-pjproactualwork.htm(480);pjmthwindowactivate.htm-pjmthwindowunhidex.htm(771);pjmthoutlinehidesubtasks.htm-(452)/92058
Number of words evaluated:	6058
SLS project manager:	Richard Han
SLS localizer:	Park, Eun Hae
SLS QAer (evaluator):	Lee, Geun Seong
Customer contact:	Kim, Sang Hee
Source language:	English
Target language:	Korean

Details

Language Category	Error type	Number of errors found		Type total	Max. number of errors allowed for a pass rating	Grade
		Minor	Major			
Accuracy	Omissions (deleted and untranslated)	2		2	For this sample	EXCELLENT
	Additions			0		

	Cross-references			0		
	Formatting errors			0		
	Typing errors			0		
	Category total	2	0	2	5	
Terminology	Glossary adherence	1		1		GOOD
	Context	1		1		
	Consistency			0		
	Adaptation to the target reader			0		
	Category total	2	0	2	5	
Language Quality	Grammar	4		4		OK
	Mistranslation	1		1		
	Punctuation			0		
	Spelling			0		
	Spacing	4		4		
	Category total	9	0	9	10	
Style	Style guides	1		1		EXCELLEN T
	General style			0		
	Tone	1		1		
	Category total	2	0	2	10	
Country Standards	Sorting order			0		EXCELLEN T
	Unit conversion			0		
	Local suitability			0		
	Category total	0	0	0	2	
	Grand total	14	0	14	32	<u>ABOVE AVERAGE</u>

Comments:

Maximum number of errors allowed for a pass rating

Error category	# of errors found per 2,500 words
Accuracy	2
Terminology	2
Language Quality	4
Style	4
Country Standards	1
T o t a l	13

Index to Scores

Let $N = A/B$

A: Number of errors found per 2,500 words in the sample file

B: Maximum number of errors allowed for a pass rating

$N \leq 0.2$	Excellent	Pass	
$0.2 < N \leq 0.3$	Very Good		
$0.3 < N \leq 0.4$	Good		
$0.4 < N \leq 0.5$	Above Average		
$0.5 < N \leq 1.0$	OK		
$1 < N \leq 3$		Poor/Inexperience	Fail
$N > 3$		Very Poor/No Knowledge	

Minor and Major Error Criteria

Major	<ol style="list-style-type: none"> The error appears in an important or visible part such as the menu bar, titles and book covers. The error is repeated in multiple locations. The error modifies or misrepresents the functionality of the software.
* <u>More than one major error per 2,500 words will result in a No Pass evaluation.</u>	
Minor	Any error of a severity lesser than Major

Feedback

6. Education and Training Program



We basically have an in-house training system, which takes about two days immediately after adopting freelance translator, and practice OJT if necessary before starting an actual project, covering such subjects as below:

Basic Knowledge Courses

- Intensive on Software Localization
- Practical Guide to Software Localization
- To Boost your Communication Skill

OJT Courses

Translation Memory Tool Training, mainly Trados, SDLX, MemoQ, Wordfast, Startransit, etc.

Team Project Simulation

- Instructions Provided including Style Guide, Glossary, TM etc.
- File conversion, for example, from FrameMaker file to RTF file and vice versa.
- Overview of DTP process.

7. Reserved Equipment



Our equipment allow us to use the best solutions to meet and exceed the satisfaction of our customers in spite of the stringent requirements, providing our clients confidence.

Description		Details
Localization Tools	Translation Tools	Trados Translator's Workbench 7.5 or less Star Transit 6.5 SDLX Freelancer Version Wordfast MemoQ Catalyst
	O/S	Microsoft Windows 2000, Window XP Mac OS 8.0
	Word Processors	Hangul 97, 2003 Microsoft Word 2003 Adobe FrameMaker 6.0 Adobe PageMaker 6.0
	Others	Office 2000 Adobe Photoshop 6.0 Adobe Acrobat 6.0/Adobe Illustrator 8.0
	PC	Pentium D Processor 3.0GH, 1.0 GH RAM
Software	Printers	Laser Printer <i>HP-Laserjet 5</i> <i>Tektronix Phaser 840</i> <i>Epson EPL-N2000H</i>
	Others	EPSON Scanner GT-6500 & GT-9500

8. Performed Project & Major Clients



Adobe, Hewlett Packard, Dow Chemical, Saloman Smith Barney, BAE Systems, L-3 Com, Marcony, Oracle, KTF, Samsung Electronics, Hundai, etc.

No.	Performed Date	Subject	Client
1	2000.11~ 2001.01	IBM(ISI) Software Localization	ISIS
2	2001.01~ 2001.04	Back-du Project (Airplane Equipment)	MND
3	2001.04~2001.06	Honda Motos	Business Consulting
4	2001.06~2001.09	Airborne Warning and Control System (AWACS)	Raytheon
5	2001. 10	TAF Developer's Guide	Veloxsoft
6	2001.12~ 2002.03	LOT 2 Program	ROKN
7	2001 - 2002	CDMA 2000 manuals	Samsung Electronics
8	2004.01~07	Audi Motor	
9	2005.5~7	KMH	BAE Systems
10	2005.6~7	HUMMS	ASI
11	2005	MATARW641MSGUsersManual	M.A.T
12	2005	Emerging Knowledge Management Paradigm	Collaborative Agent Design Research Center
13	2005	KMH	ASE
14	2005	Apple_Card	Freelancer Translation (SIG)

15	2005	Encryption Technology	MoU Association
16	2005	VEHICLE VIDEO JACK	BonTek
17	2005	Oxygen Generator	Nanopore
18	2005	OKI Business Plan	AECOSIT
19	2005	Audit Report	Neoplux
20	2005	KMH	ELBIT
21	2006	Tranining Material	Airproduct
22	2006	Operating & Maintenance Manual	EG Translation
23	2007	Angola Regulation	Pro Translation
24	2008	iSi Cream Profi Whip	E-C Translation
25	2008	License Agreement	Now Corporation
26	2009	GE Healthcare	The Big World
27	2009	Digital camera	EQHO Communications Ltd
28	2009	Windows 7 User Guide	Adelphi Translation
29	2010	Coronary heart disease	DesignMind
30	2010	Video & MP3 Player	Choongyeong
31	2010	Operations Division Railway Safety Rules	GANA
32	2010	A Field Guide to Designing a Health Communication Strategy	Sweetrans
33	2010	Mirror Therapy	Sweetrans
34	2010	Technical Manual for USAF Series	Pantrans
35	2010	SAAB	E4net
		Others	

9. Fair Rate



Fair Rate for Localization

Category	Doc	Help/HTML	Software	Line	Hourly	Minimum Charge	DTP
USD	0.07/word	0.08/word	0.08/word		25	25	10/page

Match Rates
New (less than 75%): 100% of translation rate
Fuzzy (99~74%): 70% of translation rate
100%/Repetition: 20% of translation rate

10. Why **SLS**?

Why Choose **SLS (Second Language Service)** Translations As Your Translation Partner?

Dedication to Customer Satisfaction: We believe close communication is essential to a successful business relationship. We work closely with our clients to meet their needs.

Every international Web site project is unique. We will work closely with you to find a translation and management package that fits your project requirements.



Each project starts out with a Project Estimate. After carefully reviewing your project parameters and the Web site to be translated, we will provide you with an in-depth outline of your project. Your estimate will include a complete price break-down, a giant chart of the proposed timeline, and an exact inventory of your project.

After the details have been discussed and agreed upon, you will receive a guaranteed schedule and project cost. Each week, you will receive a project update detailing exactly what is done, and what is yet to be done. When the translation, editing, coding, and testing of your new site has all been completed, we will present the site to you for your approval and change orders. If you need something changed, we'll change it. If you aren't satisfied, we aren't satisfied. It's as simple as that.

Even after your new international Web site is up and running, we will still be here to help you with technical questions, updates, and other services including international Web site promotion and international customer service solutions. Our goal is to be here for you every step of the way.

Quality and Reliability: Exceptional quality translations by experienced translators from around the world, coupled with professional localization services, delivered on-time, every time.



Our mission is to produce international Web sites featuring the highest quality translations available. Thanks to the Internet, we are not limited to choosing translators from a small pool of local professions. Our exclusive translator database is the centerpiece of a system which lets us select, evaluate, and utilize the most experienced and talented translators from the world over. That means you can rely on us to always find the best translators and editors for your project, no matter how many languages are involved, or how large the project is.

Picking the right translator is crucial, but it doesn't guarantee the success of a translation project. In addition to our translator selection and evaluation process, we add a second level of quality control by having a second native-speaking language professional re-write the initial translation for optimum accuracy and fluidity. Experience has shown us that this produces the high quality copy that our clients are looking for. In fact, we're so confident of our quality control system, that we guarantee that you will be satisfied with the quality and timeliness of the translation. If something is wrong, we'll fix it, free of charge.

You can count on **SLS Translation** to deliver the high quality translation you need on-time and on-budget.

Technical Expertise: We are the experts on Web site translation and localization. We developed proprietary software specifically for the Web site translation process.



SLS Translation brings together a unique combination of translation-industry experience, project management, and technical expertise. We never use machine or software translation tools, but only use it for the word counts, term base and reference: We know that only a native-speaking human can produce an accurate, natural, readable translation.

-----<<The most cost effective translation service provider,
SLS (Second Language Service) will make every effort to meet and exceed your requirements. **SLS** will be together with you in your business... Please feel free to contact us.>>-----