

# Standing apart in **Quality.**





# A Unique Quality Management System

At Vinclu, we stand apart from our competitors – and we're helping you to do the same.

When it concerns either our procedures or our people, we take quality very seriously. Over the years working with customers, we have come to understand what they need and we have created a unique Quality Management System designed to give you peace of mind.

We guarantee confidentiality, accuracy and appropriate linguist allocation.



# A Worldwide Network of Talents

We have carefully selected over 4.000 talented, professional translators and proofreaders, through a rigorous procedure.

Your translation is handled by professional translators who are native speakers of the target language and have a proven track-record in the specific subject areas. They work remotely while living in their own countries – a particular benefit for culturally sensitive texts – with the administration carried out from the UK headquarters.

We've created a world-class service around our core, one of a kind, a network of talent.

# The Perfect Mix!



Our team is also composed of qualified specialists including project managers, proofreaders, editors, programmers and web designers.

We collaborate only with competent language and technical experts who have both relevant educational background and rich experience in the field of information technology translation and localization.

Our in-house team provides the mix of language skills, technical knowledge, experience and commitment on which we have built our reputation.



# 5 Layers Quality Process™

to ensure royal quality

**1**

**Qualified Review**

**2**

**Key Quality Assurance Checks**

**3**

**State of the Art Use of Technology**

**4**

**Single-Domain Focused Specialist**

**5**

**Dedicated Project Manager**



## 5 Layers Quality Process™

to ensure royal quality

### 1 Qualified Review

Every translation will be checked and edited by a second qualified translator. Content, style, terminology, layout, grammar and spelling will all be verified before delivery.

### 2 Key Quality Assurance Checks

We also perform checks on our linguists' work at all stages during the process against key quality assurance criteria.



## 5 Layers Quality Process™ to ensure royal quality

### 3 State of the Art Use of Technology

In order to offer you consistency throughout our entire Collaboration; increased efficiency, reduced turnaround time and to simplify updating of the documents, all our professionals and collaborators use Transition Memory Tools.

We use a dedicated e-mail address so that the information reaches everybody involved in a specific project in a matter of seconds while keeping one unique contact for everyone from your side.



## 5 Layers Quality Process™

to ensure royal quality

### 4 **Single-Domain Focused Specialist**

Whether legal, medical, financial, technical, academic and many other topics where specialist sector knowledge may be required, we will have a linguist available with experience in your sector.

### 5 **Dedicated Project Manager**

Your dedicated project manager, is solely focused on providing assistance to you. When necessary, that person will advise on any matter and accordingly, further tailor the team to your needs.



Become part of Vinclu's extended family, a family that misses any member who does not call back. We have had a great chat with you on the phone and would love to hear back so that you can experience our way of doing business.

**We have the phone  
at our elbow, call us.**

**+44 (0) 203 137 5146**

**We will answer you personally, every time.**

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