

JTS



Registered ISO 9001:2000

ISO 9001 CERTIFIED

***Proposal
for Localization
project***

JTS Korea, Inc

ISO 9001 Certification For Translation Services



Certificate of Registration

This is to certify that :

JTS Korea, Inc.

#327-10, Seogyo-Dong, Mapo-Gu, Seoul, Korea

Has been assessed by International Certification Registrar Ltd., in respect of their Quality Management Systems and found to comply with

ISO 9001:2008

Approval is hereby granted for registration providing the rules and conditions relating to certification are observed at all times.

Certification Scope:

**Software Localization /
Technical Translation**

Certificate Issue Date : 24th September 2013

Certificate No. : QM883/04

Expiration Date : 23rd September 2016

The Seal of ICR Limited was here to affixed
in the presence of :

A handwritten signature in black ink, appearing to read 'Hwang Joon', is written over a horizontal line.

President



The official seal of ICR and its certification scope are issued only if you can find the official seal of ICR and its certification scope on the ICR website. You can verify the authenticity of this ICR seal on ICR website: www.icr.com



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Company Profile

Name	JTS Korea, Inc.	
Established	January 15, 1984 (as a commercial firm) January 1, 1992 (as a corporation)	
Achieved	- ISO 9002 : on April 14, 1998 for the first time in Korea - Revised to ISO 9001 on April 20, 2002	
President	Kim, Myung-gee	
Services	Software Localization Localization of Websites and On-line Materials Software Engineering and Technical Services Document Translation Desktop Publishing (DTP) Voice-over/Printing	
Languages	All Asian languages from English/German and vice versa Korean from European languages and vice versa	
Staff	24 Full-time and Part-time employees Over 500 Freelancers (experts classified by the field)	
Address	3rd FL, SamKyung Bldg., 372-10, Seokyo-dong Mapo-gu, Seoul, Korea	
Telephone	82-2-337-4447 (Rep.) Fax 82-2 -337-1265	
Website	http://www.jtskorea.co.kr	
E-mail	Miki Jeon Overseas Business Manager ibjeon@jtskorea.co.kr	Sook Roh Executive Director sook@jtskorea.co.kr

Introduction

JTS is one of the leading technical translation companies in Korea. JTS has capable in-house "hard and soft" resources and a large pool of qualified translators, reviewers, proofreaders, and software engineers to cover all types of translation. Since 1984, JTS has led the Korean software localization industry, providing bug-free, technically correct, and user-friendly localized products for major information technology companies.

The real software localization industry started in Korea when IBM began to localize their products. From the beginning, JTS has been a reliable partner involved in IBM projects. Based on this pioneering with IBM, we have been largely expanded the demands of localization products for the worldwide major IT companies such as Sun Microsystems, Microsoft, Autodesk, Hewlett Packard, etc. . Now JTS has sophisticated skills to localize your products

On April, 1998, we have achieved the Lloyd's Register Quality Assurance's ISO 9002 Certification for the first time in Korea – the mark of world-class commitment to quality. Being awarded the ISO 9002 means having systems that guarantee the highest level of quality and customer satisfaction. Until now ISO 9002 measures our performance as a software localization/translation organization as well as our ability to deliver exactly what we promise, on time and best quality. It confirms that we have the infrastructure and management commitment to meet both our customer's expectations and our own aspirations as a company. As for updating our QA system, we revised this to ISO 9001 on April 20, 2002 to show our continuous exertion for the best quality services according to the international regulation.

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When it comes to the Korean market, JTS is the intelligent choice to sharpen your competitive edge in localizing your product and service.

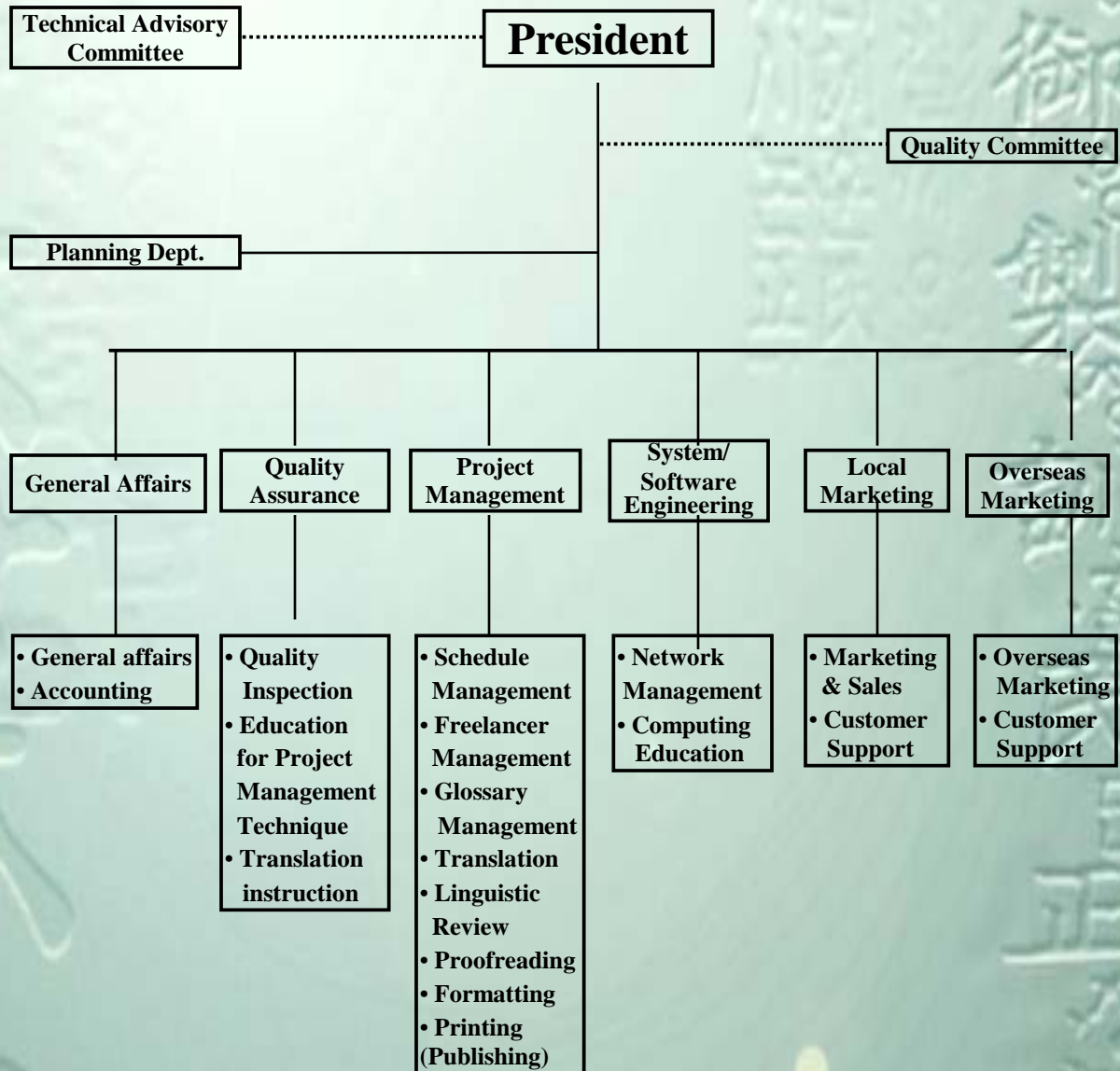
JTS offers the following services:

- **Software Localization**
- **Localization of Web sites and On-line Materials**
- **Software Engineering and Technical Services**
- **Document Translation**
- **Desktop Publishing (DTP)**
- **Voice-over/Printing**

JTS has many professionals and experts in various fields:

- **Software/Web/E-Commerce/E-Learning**
- **Information & Communications/Telecommunications**
- **Electricity, Electronics, Mechanics, Automobiles, Aeronautics, Ship**
- **Environment, Medical, Pharmacy, Civil Engineering, Construction**
- **Patents/Contracts, ERP, MRO, CRM, SCM, etc.**
- **Marketing/Sales Materials, Brochures, Catalogues**

Organization



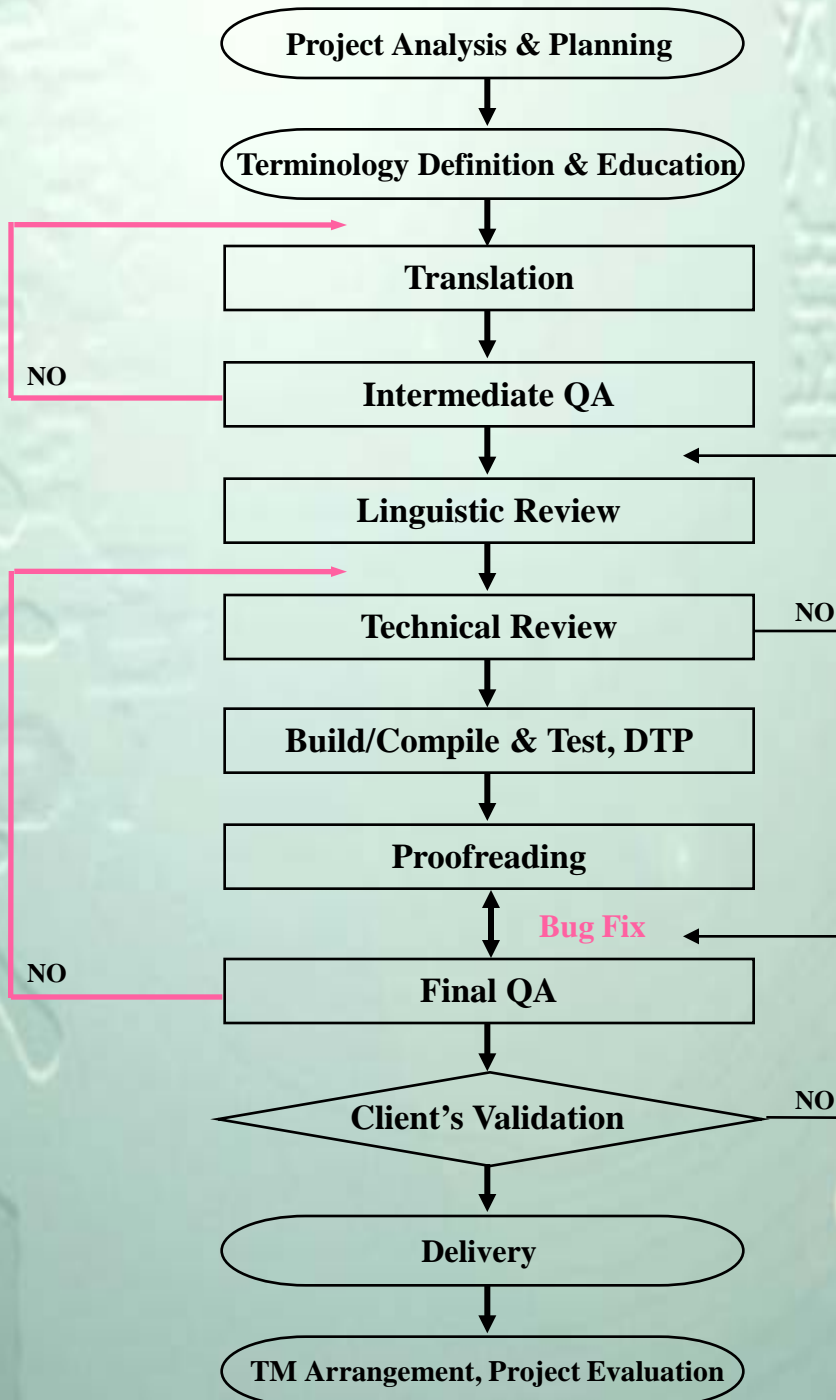
Major Clients

- **IBM**
- **Microsoft**
- **Hewlett Packard**
- **Sun Microsystems**
- **Adobe**
- **Corel**
- **DigitalThink**
- **Intel**
- **Novell**
- **3Com**
- **Ericsson**
- **Motorola**
- **Teledyne**
- **Ariba**
- **Genie**
- **Siebel**
- **Nokia**
- **Galileo**
- **Cisco Systems**
- **L-3 Communications**
- **Lexmark**
- **Dell**
- **Oracle**
- **WebEx**
- **Volvo, KIA**
- **DaeWoo**
- **LG**
- **Samsung Electronics**
- **Hyundai**
- **POSCO**
- **And Many others**

Status of Equipment

Description		Details
Localization Tools	CAT Tools	IBM Translation Manager 6.0.9 Trados 2007, Studio2009/2011, 2014 Star Transit 3.01, NXT, XV Microsoft Helium 6.0 Corel Catalyst 9.0 Flexitrans 3.06 SDLX 4.2.1 DVX workbench for Autodesk project 7.5.39 Passolo 2011 Suntrans translation editor 4.1 Open Language Tools XLIFF Translation Editor, v1.2.3 Novell Localization Workbench 1.1.5 Idiom Worldserver Desktop Workbench 9.0, Déjà Vu X 7.5, X standard RC Wintrans X8 Wordfast 3.1.4, Pro MemoQ 2013 R2 Across Language Server TMS of Lionbridge (GeoWorks)
	Localization and Terminology Tools	Microsoft LocStudio 6.11 Trados MultiTerm 6.01, 7.0
	Compiler	MS HTML Help WorkShop MS Help WorkShop RoboHelp, 2002, X3, X5
	Testing Tools	MS RICH/MS HTML Test MS HLC/MS Chumper/MS RLC Microsoft Orbitor, V HULK3.0
Software	O/S	Microsoft Windows 95, 98 & NT, 2000, XP, Vista IBM OS/2 3.0 & 4.0/Mac OS 8.0/9.0/10.3.4(OS X)
	DTP &Others	Microsoft Office NT.2000, XP, 2003 Adobe FrameMaker+SGML 6.0, Adobe FrameMaker 5.1 & 5.5/6.0/7.0 PageMaker 6.0 & 6.5K Adobe Acrobat 3.0/4.0/5.0/6.0 Adobe Indesign CS2 Adobe Illustrator CS3 Adobe Photoshop 6.0/7.0 Microsoft Visual Basic 5.0 Freehand 8.0/10.0

S/W flow chart



Overview of QA Policy

1. Thorough Preparation

- **Organization of optimal Project Team Members**
- **Familiarity with Project Concept**
- **Collection of related Knowledge**
- **Set-up of Glossary and Style Guide**
- **Prior practical Training and Test, if applicable, on Project**

Continued....

2. Frequent Linguistic & Technical Support

- Frequent Evaluations of Translation at each Process for Efficiency
- Application of 10-30-60 System for Initial Quality Improvement

Typical Example) In case of completing 100,000 words within 30 days

Working Days	10 Days	10 Days	10 Days
Working Volume	10,000 words	30,000 words	60,000 words
Absolute Volume	3,000 words	3,000 words	3,000 words
Relative QA Volume	<u>30%</u>	<u>10%</u>	5%
Remark	<i>First 10 Days include Preparation and Training</i>		

Continued....

- **Continuous and prompt Feedback of error corrections from reviewer to translator, from proofreader to reviewer, and vice versa in progress of project through on-line system such as FTP server and with full support of QA**
- **Introduction of a Evaluation System where a reviewer will evaluate a translator, and a proofreader will evaluate a reviewer instead of an quality inspector for the purpose of improving quality through active communication between the team members, on the basis of which qualified members will be properly rewarded with Incentive/Bonus**

Continued....

3. **Strict Statistical Inspection**

- **Numeration of typified errors for objective evaluation as well as easy correction from team members' viewpoint**

Typified Errors) Omitted Part, Linguistic Error such as grammar and inaccuracy, Technical Error such as ignored function, Terminology Inconsistency, Readability such as language quality, Discordance with Style Guide, Orthography such as spelling rules, country standards etc.

- **Return of the failed translation to its team member until it has been corrected below the specified allowable limit**

- **Targeting Error Rate**

<i>1. After translation</i>	<i>1%</i>
<i>2. After review</i>	<i>0.4%</i>
<i>3. After proofreading</i>	<i>0.004%</i>

Continued....

- **Maintenance of records by team member including Project Manager with client's comment for later reference in next projects**

Note) Refer to the sample QA Report

QA Report

QA Evaluation

Product name/version:	IDM Desktop help system			
Date of evaluation:	24-Jan-03			
Process:	Review			
Sampling folder/file and total volume:	compdoc.rtf, docs.rtf, external.rtf, folder.rtf, glosdisp.rtf/29,359 words			
Scope and number of words evaluated:	folder.rtf, glosdisp.rtf 5394			
JTS project manager:	Sung Jin Park			
JTS localizer:	Ji Eui Kim			
JTS QAer (evaluator):	Dong Yoon Lee			
Customer contact:	Alejandra Gonzalez Monitiel			
Source language:	English			
Target language:	Korean			
EXCELLENT	VERY GOOD	GOOD	ABOVE AVERAGE	OK

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)	1	0	1	Pass	4
	Additions	0	0	0		
	Cross-references	1	0	1		
	Mistranslation	0	0	0		
	Formatting errors	0	0	0		
	Category total	2	0	2		ABOVE AVERAGE
Terminology	Glossary adherence	0	0	0	Pass	4
	Context	0	0	0		
	Consistency	0	0	0		
	Adaptation to the target reader	1	0	1		
	Category total	1	0	1		
Language Quality	Grammar	2	0	2	Pass	9
	Punctuation	0	0	0		
	Spelling	0	0	0		
	Typing errors	0	0	0		
	Spacing	1	0	1		
	Category total	3	0	3	GOOD	
Style	Style guides	0	0	0	Pass	9
	General style	2	0	2		
	Tone	0	0	0		
	Category total	2	0	2		
Country Standards	Sorting order	0	0	0	Pass	2
	Unit conversion	0	0	0		
	Local suitability	0	0	0		
	Category total	0	0	0		
	Grand total	8	0	8	TRUE	28
			TRUE	Pass	TRUE	VERY GOOD VERY GOOD

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
Total	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	1. The error appears in an important or visible part such as the menu bar, title or book cover.
	2. The same error is found in multiple locations after QA feedback is provided.
	3. The error might lead the users to misunderstanding the function of the software.
<i>* More than one major error per 2,500 words will result in a Fail</i>	
Minor	Any error of a severity lesser than Major

Feedback