



## Q1 2024: Did you know? Risk Management for Language Translation

In the language translation industry, risk management is a critical factor when evaluating Language Service Companies (LSCs). Poor, inaccurate translations can be detrimental to your business. Therefore, it is important to understand the potential risks and to be familiar with best practices in the industry for LSCs to mitigate those risks. With that said, some of the risks to consider are as follows:

- 1. Company Image and Reputation:** Accurate translations play a crucial role in maintaining a company's positive image and reputation, particularly in today's globalized business environment. By investing in accurate and high-quality translations, companies demonstrate their commitment to excellence, cultural sensitivity, and customer satisfaction.
- 2. Liability of Legal and Regulatory Compliance:** When it comes to legal and regulatory compliance, inaccurate or poor translations can expose companies to significant risks and liabilities. Many industries, such as chemical, Environmental Health and Safety (EH&S), medical, or legal, may have specific regulations or requirements for translations, which must be followed to mitigate legal and compliance risks. Companies operating internationally must comply with various legal and regulatory requirements specific to each country or region. To mitigate these risks, companies operating in legal and regulatory environments must prioritize the use of qualified, subject-matter-expert translators, implement robust quality assurance processes, and maintain clear communication channels with translation teams.
- 3. Security and Confidentiality:** Maintaining security and confidentiality is a critical concern when dealing with sensitive information in translation projects. Failure to properly manage these risks can lead to significant consequences. Therefore, LSCs must effectively manage the risks associated with handling sensitive information to protect client data and ensure legal and regulatory compliance.

These risks call for LSC risk mitigation practices that are implemented with their Quality Assurance (QA) processes, technology/tools, and are continuously monitored. Mitigation practices for companies pursuing a professional LSC should include a stringent LSC vetting process addressing the following:

- Does the LSC use Human Translation (HT) or Machine Translation (MT/AI) to translate?
- Is the LSC certified (ISO/ASTM), demonstrating their level of commitment to quality services?
- Does the LSC maintain a library of regulatory information?
- Does the LSC have a method of qualifying linguists for domain expertise?
- Has the LSC implemented an in-house Quality Control (QC) review of translated material?
- Has the LSC established frequent and effective communications, including asking questions and seeking clarification of the source when necessary?
- Does the LSC demonstrate the use of tools and methodologies to ensure the appropriate security and confidentiality measures are in place?

In summary, it is essential to understand the risks and the appropriate mitigation practices that LSCs need to have in place to protect your company image and reputation, to ensure legal and regulatory compliance, and to have the necessary security and confidentiality in place when pursuing translation services.