** Certification**

**STM Certification:**

ASTM International defines 12,000+ standards used worldwide to improve product quality, enhance health and safety, and let customers know they can count on products. **LanguageLine** is the only language service provider to be certified for:

• ASTM F3130-18 Standard Practice for Language Service Companies

• ASTM F2089-15 Standard Practice for Language Interpreting for our phone and video interpretation services

**Quality Standards Certification:**

* ISO 9001:2015

**Translation Industry Specific Certification**:

* ISO 17100:2015 (Translation Services Certification),
* ISO 18587:2017 (Machine Translation Post Editing Certification)
* CGSB 131.10 (Canadian Translation Services Certification)

**Data Security Certification**:

* HITRUST Essentials, 1-year (e1) Certification validates **LanguageLine’s** translation division is committed to foundational cybersecurity controls and information risk management.
* ISO 27100:2013: Data Security

**LanguageLine Solutions**, proudly ISO 9001:2015 and 17100 certified, adheres to a stringent, multi-step workflow that incorporates comprehensive quality assurance at every phase of the translation process. Our preliminary step for every project involves a detailed analysis by our engineering team, who assess the source materials to determine word count, leveraging opportunities, any unique workflow necessities and the field in which translators need to be specialized in. Following the development of a project plan, our standard linguistic process entails three distinct phases of translation, each undertaken by a separate, highly qualified linguist. These phases include translation, copyediting, and, depending on the project's needs, either proofreading or online review, with subject matter experts engaged as required. Following the translation, an automated QA check is performed to identify inconsistencies, spelling errors, numeric discrepancies, formatting issues, and correct terminology usage. Our desktop publishing (DTP) specialists then format the translated and copyedited content to mirror the source material's style and layout. Our in-house QA specialists meticulously compare the formatted target language deliverables against the Source Language "Master" on a file-by-file basis. This dedicated team scrutinizes every word, line, and page during each review cycle. Any detected defects are corrected by the DTP team and reviewed again by QA in an iterative process, usually encompassing two to three rounds. A final review by the Project Manager ensures quality before the final delivery.

**About Recruiting:**

As an ISO 17100:2015-05 certified language service provider, **LanguageLine** is extremely selective when onboarding translators. In fact, less than 1 in 11 linguists who apply for a position at **LanguageLine** meet our rigorous standards, which we believe makes us the most selective language services company in the industry. Unlike many firms, we do not use part-timers, college students, non-native speakers, or the least expensive resource available. All of our translators, copyeditors, and proofreaders are full time professionals who are also native speakers of the target language and, in most cases, reside in-country. Each linguist is required to pass a linguistic competency evaluation to ensure accuracy. Competency Testing was developed by **LanguageLine**. The test consists of technical translations, business/legal translations, and marketing translations. In addition to the General Translation Test, subject matter specific testing is performed for linguists specializing in areas such as medical, financial, insurance, legal, etc. These tests are evaluated by our most experienced and trusted linguists. For our healthcare linguists, this includes a criterion-based test called the Medical Translation Skills Assessment (MTSA).