

# How to Evaluate Translation Providers

## 10 Questions to Ask Before Signing Any Contract

### 1. What's your process for ensuring quality?

Do they follow a formal workflow that includes translation, editing, and proofreading? ISO-certified providers should have documented QA procedures.

### 2. Who will be working on my project?

Can you speak directly with the translator or project manager? Avoid black-box providers who can't name your linguists or their qualifications.

### 3. What are your areas of specialization?

Translation expertise should match your industry. Legal, medical, tech, and marketing content each require different skills.

### 4. Do you use CAT tools and Translation Memory?

A provider using modern tools can ensure consistency, reduce costs over time, and speed up delivery. Ask how they manage and update your TM.

### 5. Can you provide a sample or case study?

Any reputable provider should be willing to show previous work or success stories relevant to your industry and content type.

### 6. What languages and formats can you support?

Ask about their ability to handle multi-language projects and non-standard formats like JSON, XML, or InDesign files.

### 7. How do you handle revisions and feedback?

Is there a process for implementing client feedback? How many revision rounds are included in the price?

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### **8. Can you meet my deadlines?**

Ask how they manage large projects or urgent timelines. Look for realistic timeframes, not just promises.

### **9. How is pricing structured?**

Clarify whether the price includes all services-translation, revision, QA, project management-or just one step.

### **10. Do you offer any guarantees or service-level agreements (SLAs)?**

A professional provider should stand behind their work. Ask about satisfaction guarantees, delivery timelines, and confidentiality policies.