International Standard

ISO 11669

Translation projects — General guidance

Projets de traduction — Recommandations générales

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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 37, *Language and terminology*, Subcommittee SC 5, *Translation, interpreting and related technology*.

This first edition cancels and replaces ISO/TS 11669:2012, which has been technically revised.

The main changes are as follows:

— there is an increased focus on the requester’s and translation service provider’s shared responsibility in developing translation project specifications;

— a description has been added of the key role that risk assessment plays, together with the initial needs analysis, in setting up the translation project;

— the informative annexes have been updated.

Any feedback or questions on this document should be directed to the user’s national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

The translation industry is changing rapidly and globalization is driving increased demand for translation. Technological innovation has stepped up to provide solutions designed to meet these needs, including making use of artificial intelligence and machine translation. Anyone who needs translation services has many options to choose from. To obtain translation output that meets requirements, those who need translation services should have a basic understanding of what a translation project involves. They should also know how efficient communication with a translation service provider (TSP) can help to ensure a successful translation project.

Efficient communication entails that requirements are explicitly defined and agreed-upon as translation project specifications. Successful translation projects are a result of:

— developing and following these translation project specifications,

— involving people with the appropriate competences and qualifications, and

— assuring smooth communication flows throughout the projects.

This document is primarily intended for persons who request translation services, but it can be useful for all stakeholders in a translation project, such as TSPs and end users.

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Translation projects — General guidance

1 Scope

This document gives general guidance on all stages of a translation project. Its main purpose is to ensure efficiency and quality by enhancing communication among the parties involved in the translation project.

This document provides a framework for developing translation project specifications that are the basis for requesting, setting up, managing and evaluating translation projects. It also includes guidance on needs analysis, risk assessment and workflows, but it does not provide procedures for evaluating the quality of translation output.

This document is primarily intended for those who request translation services. However, it can also be relevant for the translation service providers and the end users of the translation output.

It is applicable to all sectors, including the commercial and government sectors, and non-profit organizations.

It does not apply to interpreting services.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 20539:2023, *Translation, interpreting and related technology — Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 20539 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1 General concepts

3.1.1
source language content
content to be translated

[SOURCE: ISO 20539:2023, 3.1.5, modified — “or interpreted” has been removed in the definition.]

3.1.2
target language content
content translated from a source language

[SOURCE: ISO 20539:2023, 3.1.6, modified — “or interpreted” has been removed in the definition.]

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