

# Workflow

Preliminary phase: Creation of a dedicated glossary for each language pair. The glossary is updated during the translation process and with each new project in order to establish a list of key terms and expressions approved by the customer, strictly followed by all translators. This method optimises customer satisfaction and improves the quality of translations for each new project.

As soon as we receive a translation request, we analyse the volume for translation and check for repetitions in the client's dedicated translation memory in order to determine the translation price. We also inform the client of any potential technical or linguistic issue that could hinder the translation.

Translation content processing:

Content is imported into our CAT (Computer-Assisted Translation) tools. The CAT tool generates a universal format such as XLIFF and divides the texts into segments (expressions, sentences or parts of sentences) that can be translated by the translator without worrying about the original format. For example, when translating web or encoded content, the CAT tool locks the code and prevents the translator from modifying it. This method ensures the integrity of the source code throughout the translation process.

The translation begins once the client confirms the quote.  
The file is prepped for translation and sent to our translators along with all necessary instructions, glossaries, etc.

Choice of translator(s) :

We assign one or multiple translators depending on the project's theme, word volume, and completion deadline agreed upon with the client company/ organisation. The selected translator must have perfect command of the subject. These translators have undergone a rigorous selection process and are evaluated with each new project. Today, we can confirm that we work with the best translators in the world.

Atena's project manager remains in close contact with the translators throughout the translation process. Using their cloud-based CAT tool, they monitor the translation's progress and may interfere if they detect any anomaly, delay or potential issue.

Our translators proceed to send us a first draft of the text once the translations are completed.  
We then check for any residual linguistic errors or layout issues.

We use all available tools (e.g. spelling and punctuation alerts, alerts for untranslated or incomplete segments) to reduce human error to a minimum in our translation work. For high-stakes, long-term or high-risk translations (scientific, medical, industrial, chemical, etc.), we offer our customers a post-translation proofreading process performed by a third-party translator specialised in the field.

Any necessary adjustments are made by a proofreader or graphic designer, and the final version is delivered to the client.

Post-Project Delivery: we remain at the client's disposal for any questions or comments that may involve amendment of their glossary (any comments need only be shared once to be taken into account for all subsequent projects).