

TCD NEWS

Pre ATA conference issue

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Editorial

The tragic and catastrophic events of September 11th have cast a shadow over us all. I therefore want you to share with me in remembering the victims and their families, and to pray that such an event never occurs again.

The reprisals since launched against Afghanistan are not going to bring them back and may well lead us all into yet another circle of mindless violence. Let us hope that will not be the case.

With regard to the forthcoming ATA conference in Los Angeles, I have no doubt that there will be some delegates missing. We sincerely hope this will not be a direct result of personal loss in New York or Washington DC, but there will inevitably be those who feel unable to make the trip under the present circumstances. They have our support and understanding.

Let us hope that when we all meet in LA that there will be no familiar faces missing amongst the membership of the TCD and that we can go forward with building an association for our industry sector.



Yours sincerely,

*Robin Brown, TCD Newsletter editor,
for Steve Iverson Division Administrator.*

In This Issue

We're now in the run-up to the ATA conference in Los Angeles, at which the TCD will be reconvened as early as Thursday morning, the first day of the conference. I look forward immensely to seeing everyone there and the usual lively debate that will ensue.

The big problem with having the meeting within a regular ATA conference timeslot is of course that we always run out of time! On the other hand, having the AGM so early gives us the rest of the three days to indulge in debate and committee meetings as follow-up to the topics discussed on the Thursday.

About TCD

The Translation Company Division (TCD) is a division of the American Translators Association (ATA).

Mission Statement

To promote, develop and guide our rapidly changing industry through the cooperation of our membership.

Newsletter

TCD News is the newsletter of the TCD. Readers are encouraged to submit articles, which are subject to editing. Articles reflect the opinion of the authors only, and do not represent the views or opinions of the editor or the administrator of the TCD.

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See page 3 for more information

Following on

And not to forget of course the valuable progress made at the TCD conference back in June, at Colorado Springs, where a number of issues were progressed. Not least the criteria we should set for credentialed TCD membership, Best Practices, our links with the ATA,

benefits and services to members and so on.

I want to focus in this issue of the TCD News on a couple of those items, namely TCD membership criteria and Best Practices and have therefore published the latest state of play for both within these pages. By doing so, if there is any further mileage to be gained by further debate,

publishing them here will serve as a platform. If no further debate is required, you now have the chance to see the documents in full prior to them being taken in use.

I hope you will enjoy the newsletter and look forward to seeing you in LA.

Robin Brown. Editor.

Criteria for credentialed TCD Membership

Originally drafted for the conference in Orlando in 2000, the criteria were debated in Colorado Springs and honed down to what was believed to be universally acceptable criteria without lowering the desired threshold. One particularly contentious issue was whether or not TCD members should submit to some form of arbitration in the event of a dispute. Given the prevalent atmosphere in the USA vis-à-vis legal action it was decided to drop this particular hot potato altogether. However, since it was felt that some sort of quality standard needed to be adopted, it was agreed that the TCD should try to formulate a set of QA standards any TCD member should be able to implement. This will be up for debate in LA, although at the time of writing, I am unsure whether the debate will be at committee level or open for all.

I reproduce them here as they currently exist, kindly supplied by Suzanne Robinson of Liaison Multilingual.

Criteria for Credentialed Membership in ATA/TCD

The TCD credential represents a commitment to abide by and be governed by an enhanced standard of business conduct.

1. A credentialed member of ATA/TCD must operate as a legal entity from a registered business address.
2. The company must have been in the language services business for at least 2 years.
3. The member must agree in writing to abide by the TCD Code of Best Practices.
4. The company must operate an effective system of quality assurance for the language services it provides.
5. The company must pay all agreed ATA/TCD fees in order to retain membership.
6. The company must agree to work in accordance with the TCD quality standards.

Approved by those attending Colorado Springs TCD Meeting 6/2001.

ATA/TCD Code of Best Practices

1. Member companies shall offer their services in accordance with the American Translators Association Code of Professional Conduct and Business Practices.
2. Member companies shall only supply translation/interpretation which has been prepared by competent professionals, and will make every effort to assure quality control.
3. Member companies shall safeguard the confidence of both present and former clients and shall not disclose or use these confidences to the disadvantage or prejudice of such clients, or to the financial advantage of the member company.
4. Member companies shall not unjustifiably criticize work done by other translation/interpretation companies in order to solicit business.
5. Member companies shall not make misleading claims in their literature and advertising material.
6. Member companies have a general duty of fair dealing toward their existing and past clients, fellow members, other members of the translation/interpretation profession and members of the public.
7. Member companies shall not engage in any practice, nor conduct themselves in any way detrimental to the reputation and interest of the American Translators Association or the Translation Company Division thereof.

Approved @ ATA Annual Meeting 11/2000

...and finally

The European Association of Translation Companies has invested a lot of time and effort in developing a quality standard for translation services. The TCD has received permission to use and adapt this to suit its needs and we debated this last year in Orlando. It was given another airing in Colorado Springs, but one vital yet missing element is that the standard calls for the use of a QA system within translation companies. In Europe, such procedures are widespread and indeed, many European TCs are ISO certified, which is not the case in the USA. Therefore the Colorado Springs

conference concluded the TCD needed a 'generic' set of QA procedures which could be adopted and adapted by any TCD member company. Such a set of procedures was made available by TCD member Network Communications A/S and has been distributed to any TCD member requesting it.

The quality standard is too long for reproduction here, but is available upon request from Suzanne Robinson at Liaison Multilingual: liaison@ecentral.com.

The QA procedures are available upon request from Robin Brown at Network Communications robin@netcomms.dk.

Continued from front page

Have you moved?

Don't miss out on important announcements. Please contact ATA (see below) if your contact information has changed.

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