



ISO 18587 GUIDE



Translation Services

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Introduction:

Implementing ISO 18587 for a translation service company requires a structured approach to ensure compliance with the standard's requirements for post-editing machine translation output. Here's a step-by-step guideline to help your company achieve ISO 18587 certification:

Step 1: Understand the ISO 18587 Standard

- **Objective:** Familiarize yourself and your team with the requirements of ISO 18587, focusing on post-editing machine translation services.
- **Action:**
 - Obtain a copy of the ISO 18587 standard.
 - Conduct training sessions for your team to ensure they understand the standard's requirements.
 - Identify key areas where your current processes align or need adjustments to meet ISO 18587.



Break down the implementation process into manageable phases with clear

Step 2: Conduct a Gap Analysis

- **Objective:** Assess your current operations against the ISO 18587 requirements to identify gaps.
- **Action:**
 - Perform a thorough gap analysis comparing your existing processes with the standard's requirements.
 - Document areas that need improvement, focusing on post-editing, quality management, and client communication.



Step 3: Develop Required Documentation

- **Objective:** Create the mandatory documents needed to comply with ISO 18587.
- **Action:**
 - **Post-Editor Competency Documentation (Clause 5.3):** Document the qualifications and competencies of your post-editors.
 - **Quality Management System (QMS) Documentation (Clause 7.1):** Define the scope, policies, and procedures for post-editing services.
 - **Client Requirement Documentation (Clause 4.3):** Create forms and templates to document client specifications and agreements.



- **Confidentiality and Data Protection Documentation (Clause 4.6):** Develop policies to protect client data and confidentiality.
- **Post-Editing Process Documentation (Clause 5.4):** Document the steps involved in the post-editing process, including quality checks and final delivery procedures.
- **Risk Management Documentation (Clause 6.1):** Implement risk assessment and mitigation plans.
- **Training and Development Documentation (Clause 6.3):** Document ongoing training programs for post-editors.
- **Corrective Actions Documentation (Clause 8.5):** Establish procedures for identifying and correcting non-conformities.
- **Document Control Procedures (Clause 7.5):** Implement document control mechanisms for managing ISO 18587-related documents.

Step 4: Define Mandatory Roles and Responsibilities

- **Objective:** Assign roles to ensure that all ISO 18587 requirements are managed effectively.
- **Action:**
 - **Post-Editor (Clause 5.3):** Ensure that post-editors meet the required qualifications and competencies.
 - **Quality Manager (Clause 7.1):** Assign responsibility for overseeing the implementation and maintenance of the Quality Management System.
 - **Project Manager (Clause 4.2):** Assign responsibility for managing resources and ensuring compliance with client requirements.
 - **Data Protection Officer (Clause 4.6) (if applicable):** Oversee data protection and confidentiality measures.



Define roles

Step 5: Implement the Quality Management System (QMS)

- **Objective:** Establish and maintain a QMS that meets ISO 18587 requirements.
- **Action:**
 - Define quality objectives and align them with the standard.
 - Develop and document processes for post-editing, quality control, and client communication.
 - Implement monitoring and measuring procedures to evaluate the effectiveness of post-editing services.



Step 6: Train Your Team

- **Objective:** Ensure that all personnel involved in post-editing services are competent and well-trained.
- **Action:**
 - Identify training needs based on the gap analysis and new processes.
 - Conduct training sessions for post-editors, project managers, and quality managers.
 - Maintain records of training sessions and certifications.



Step 7: Conduct Internal Audits

- **Objective:** Regularly assess your compliance with ISO 18587 through internal audits.
- **Action:**
 - Develop an internal audit plan to periodically review your processes and documentation.
 - Assign trained auditors to conduct the audits and document findings.
 - Implement corrective actions for any non-conformities identified during the audits.



Step 8: Prepare for the Certification Audit

- **Objective:** Ensure your organization is ready for the external certification audit.
- **Action:**
 - Review all processes, documentation, and records to confirm compliance with ISO 18587.
 - Address any non-conformances identified during internal audits.
 - Choose a certification body accredited to certify ISO 18587 and schedule the audit.

If needed, consider hiring a consultant with experience in ISO 18587 to guide your implementation process.



Step 9: Certification Audit

- **Objective:** Successfully complete the external certification audit.
- **Action:**
 - Provide auditors with access to all relevant documentation and processes.
 - Cooperate fully during the audit and address any questions from the auditors.



- After the audit, review the findings and implement any recommended corrective actions.

Step 10: Continuous Improvement

- **Objective:** Maintain your ISO 18587 certification and continually improve your post-editing services.
- **Action:**
 - Conduct regular management reviews to assess the effectiveness of your QMS.
 - Continue to monitor client feedback, post-editor performance, and process efficiency.
 - Update your processes and documentation as needed to keep pace with changes in the industry.



Additional Tips:

- **Involve Your Team:** Engage all relevant staff in the implementation process to ensure buy-in and understanding.
- **Set Clear Milestones:** Break down the implementation process into manageable phases with clear deadlines.
- **Seek Expert Guidance:** Consider hiring a consultant with experience in ISO 18587 to guide your implementation process if needed.

By following this guideline, your translation service company will be well-prepared to achieve ISO 18587 certification, ensuring that your post-editing services meet international quality standards.

