

AGNEW MULTILINGUAL QUALITY CONTROL SYSTEM – AgnewPRO

AgnewPRO is a state-of-the-art translation management system developed by Agnew which incorporates and implements the ISO 9001:2008 standard and implements it in a web-based, real-time network.

The quality standards incorporated in AgnewPRO specify comprehensive requirements for translation contracts including Client's Key Information, Quotations, Project Management, Human and Technical Resources, and Management Responsibility. It also gives clients real-time intranet access to all their current and past projects. By applying these principles, our organization produces tangible benefits for our customers and suppliers.

Clients' Key Information: Divisions, contact information, commercial terms and agreements, invoicing, current and past projects, purchase orders, project-related information, client feedback, existing glossaries and translation memories, client style guides, and deliverables preferences.

Project Management: Once client approval is received, complete project management through all the steps of the process [translation, editing, DTP (desktop publishing), post-DTP language proofreading, client review, final checking) is visible to all "need to know" project managers and administrative personnel. Turnaround times, source and target languages, target market(s), deliverables, and source files for each project are among of the key information that is available on a variety of reports to project managers and management.

AgnewPRO supports our Project Managers with the tools they need to analyze projects, obtain supplementary information and clarification of ambiguities in the source text by contacting the client, put themselves in the place of the intended audience, cast the right linguists and technical resources, issue instructions to all parties involved in the project, and successfully deliver the project to the client: on-time, on-budget and on-target.

Human and Technical Resources: AgnewPRO is the hub for all our human resources and casting decisions. It contains the résumés, specialization, target languages, country of origin, country of residence, specific market experience, and all other relevant information of project managers, linguists, copy editors, narrators, sound engineers, programmers, directors, and graphic designers that can be cast for a particular project. Purchase Orders are also issued and emailed directly from the portal to all personnel working on a given project.

Management Responsibility: AgnewPRO gives management instant ability to see customer information, quality assurance activity and notes, sales activity, completed, quoted and in-progress projects, prices and Translation Memory discounts, current status, names of project managers, linguists, copy editors, narrators, sound engineers, programmers and directors working on each project;

Customer Real-Time Intranet Access: Our clients are the focal point of our quality system. From agnew.com, our clients can have on-line, real time access to their projects from anywhere in the world. Status, progress, costs, approval dates, and deadlines of all their projects are available in an easy to read report. The system also gives clients fast, direct access to the Project Manager and Account Manager.