ISO 17100 New requirements and implementation in certification practice

ISO 17100:2015 has been the successor to EN 15038 since May 2015

In part, ISO 17100 has added to the content of EN 15038 which has served as the basis for certification since 2006. The quality management aspect was dropped to compensate for this additional material.

Competence of project managers (3.1.7)

A significant new feature is the assessment of the competence and skills development of project managers. Certification of their competencies and capabilities can be certified from functional descriptions that provide a basis for target/actual variance checks. This can for example take the form of a table in which typical areas of activity and the IT tools used by project managers can be assessed against a numerical scale.

field of activity	name 1		name 2		name 3	
	actual	target	actual	target	actual	target
organisation misc.	1	2	2	2	2	2
offer calculation	1	3	2	2	2	2
offer entry	1	2	2	2	2	2
order entry	2	2	2	2	2	2
order tracking	2	2	2	2	2	2
freelancer selection	2	2	1	2	2	2
freelancer evaluation	1	2	2	2	2	2
project preparation	0	2	2	2	2	2
quality check	2	2	2	2	2	2
...						
	12	19	17	18	18	18

legend:

these fields of activity are to	0 = no capability		qualification necessary
be defined specifically for	1 = works well under supervision		qualification planned
each company; for subitems	2 = works independantly		
an additional line is added	3 = can train others		

A template is provided at www.linqua.ch

Logging and maintenance of competencies (3.1.8)

A documented process instruction for the maintenance and updating of the competencies for translators, editors, professional reviewers, proof-readers, and other members of the profession must be verified. In terms of practical implementation, this means taking advantage of induction programmes for new recruits, applied on an individual basis to these new employees. There is an anticipative training schedule for all other employees which, as a minimum, shows the time period, participants and the training topic. 'Other members of the profession' are employees who work as part of the certificate/validity area, for example DTP specialists or programmers.

Dealing with project-related customer information (4.5)

Another new aspect is the requirement for an information security process. In terms of certification, this includes as a minimum the list of information for which protection is required, an analysis of the potential hazards and the creation of an action schedule. The process for the safe storage and, if necessary, for the safe return of all materials transferred by the customer is therefore very closely related.

Management of translation projects (5.2)

The following points can optionally be part of project management: Assignment of a competent professional reviewer, implementation of correction actions and/or corrections, monitoring the project budget, preparation and presentation of the invoice, execution of additional activities or tasks agreed upon with the customer.

Delta-Audit EN 15038 -> ISO 17100

The initial audits have already been performed in accordance with ISO 17100. Experience has shown that systems compliant with ISO 9001 or certification in accordance with EN 15038 are already available. In the latter case, LinquaCert performs a delta audit (document audit). Only the new requirements of ISO 17100 are assessed here. This can occur at any time and the certificate in accordance with ISO 17100 is given the same service life as the certificate according to EN 15038.