Project Management

For Translators & Terminologists

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TermNet **– International Network for Terminology**

TSS 2009 – Cologne

Introduction

WELCOME to TSS 2009

- **Executive Secretary of TermNet**

- **Project Manager** of regional, EU and International projects

- **Quality Manager & Auditor**
  Lead auditor EN 15038

- **Active in standardization committees**:
  Terminology, translation, diversity management, Corporate Social Responsibility

- **Active at University of Vienna**
  Interdisciplinary research & training:
  Project management, diversity management & intercultural management

90 Minutes on Project Management (PM)

1st half:

> What does the European Standard on Translation services say about Project Management?
> EN 15038:2006

2nd half:

> What does the ISO Standard about Terminology Standardization say about Project management ?
> ISO 15188:2001

Warming Up - What do YOU say about PM?

YOU are the experts and practitioners

→ **you (should) know**

→ **please share your experience with us and**

→ **write the answer down to the following question:**

What is most important when managing

a) **translation projects?**

b) **terminology projects?**

Time frame:

Think about it (2 minutes), write it down (1 minute)

EN 15038 and PM

The **purpose** of this European standard is to establish and define the requirements for the provision of quality services by translation service providers.

It encompasses the core translation process and all other related aspects involved in providing the service, including quality assurance and traceability.

EN 15038

This standard offers both translation service providers and their clients a description and definition of the entire service.

At the same time it is designed to provide translation service providers with a set of procedures and requirements to meet market needs.

→ Interested in conformity assessment and certification?

→ Language Industry Certification System LICS: gsauberer@termnet.org

EN 15038:2006

exists in 3 official versions (English, French, German):

> **Translation services – Service requirements**

> **Services de traduction – Exigences requises pour la prestation du service**

> **Übersetzungs-Dienstleistungen – Dienstleistungsanforderungen**

- **was approved by CEN in April 2006**

> **Has been given the status of a national standard in 30 CEN member states (27 EU members + Iceland, Norway and Switzerland + Turkey coming soon)**

PM – in Basic Requirements (Clause 3)

3.5 Project management

Each translation project shall be supervised by a project manager (see 5.2) who shall be responsible for the carrying out the project in accordance with the TSP´s procedures and the client-TSP agreement (see 4.4).

→ **see 5.2**

5.2 Managing translation projects (1/2)

The TSP shall have **documented procedures in place** for handling translation projects, contact with the client during the translation process, and quality assurance to check the correctness and completeness of the service provided as well as compliance with the client-TSP agreement (see 4.4).

5.2 Managing translation projects (2/2)

Project management shall include:

monitoring and supervising the preparation process;

assigning translators for the project;

assigning revisers and, if applicable, reviewers;

issuing instructions to all parties involved in the project;

enabling and monitoring consistency in translation;

monitoring and supervising the process timetable;

ensuring contact is maintained with all parties involved in the process, including the client;

giving clearance for delivery.

4.4 Client-TSP agreement

For the provision of the service, the TSP shall have an agreement with the client. The commercial terms and service specifications under that agreement shall be recorded. The agreement can also cover the following points:

- copyright;
- liability;
- confidentiality;
- settlement of disputes;
- quality assurance.

Any and all subsequent deviations from the original agreement shall be agreed by all parties and documented.

Annex A (informative): Project registration details (1/2)

Registration details can include:

   unique project identifier;

   client's name and contact person;

   client's purchase order and any ancillary agreement, including confidentiality agreement;

   TSP project team;

   commercial terms;

   date(s) of receipt of source text and any related material;

   delivery details, including volume, deadlines and delivery formats;

   source and target language(s);

Annex A (informative): Project registration details (2/2)

[Registration details can include:]

name and description of material to be translated;

purpose and use of the translation;

existing client or in-house terminology or other reference material to be used;

client or TSP style guide(s);

modifications during the course of the project;

reference to client-TSP agreement details;

other information with a significant impact on the project;

client feedback;

corrective measures taken;

project status sheet.

That´s all …

… EN 15038 expicitly says about PM

→ **Implicitly it says:**
  overall control and co-ordination of the entire translation process and
  serivce by means of PM is mandatory (see 3.5 Project management)

→ **Refer to table of contents of EN 15038**

Conclusion 1

→ **The informative Annexes of a standard often are very useful (state of the art checklists, etc.)**

→ **Project Management Training is KEY in the translation businesses**

→ **PM Basics shall be included in BA curricula for communication professionals, translators & interpreters**

(in Vienna, PM is compulsory lecture within the BA at the Centre for Translation Studies since 2007)

ISO 15188:2001

What does the ISO Standard about Terminology Standardization say about Project management ?

Project management guidelines for terminology standardization (en)

Lignes directrices pour la gestion de projets de normalisation terminologique (fr)

ISO 15188:2001   Scope

specifies guidelines setting out **the phases and procedures to be followed in terminology standardization projects**, as well as harmonization and uniformity projects, both inside and outside the framework of international standardization.

is divided into two sections: terminology standardization in general, and terminology standardization within international standards bodies (e.g. ISO).

ISO 15188:2001   Scope

It answers a need expressed by many members of national and international standards bodies and managers of terminology working groups for a standard on the management of terminology standardization projects

ISO 15188:2001   Contents (1/2)

9 Pages:

ISO 15188:2001   Contents (2/2)

Annexes (pages 10 to 15)

A   A terminology standardization project

B   Organizational models for terminology standardization projects

C   Criteria for the acceptance of terminology projects

D   Project management for terminology standardization

Bibliography

ISO 15188:2001 - Terms and definitions (Clause 3)

3.1 terminology project

project aimed at collecting, developing, analysing and recording the terminology of one or more subject fields

3.2 standardization project

project aimed at establishing provisions for common and repeated use

3.5 terminology standardization

establishment of terminology standards or of terminology sections in technical standards, and their approval by an authoritative body

Should be defined / refered to in standards

„Project"

is NOT defined / refered to in the respective "Terms and Definitions"
Clauses of ISO 15188:2001 and EN 15038

4 PM for terminology standardization

4.1 General

Project phases: preparation, design implementation and review (annex A). The breakdown of the phases and responsibilities depends on the scope of the particular project.

→ **Handout: Annex A: Work packages and tasks of a terminology standardization project**

Organizational models

Traditional "committee work" models:

A)   a terminologist as a consultant outside working group

B)   a terminologist as a member of the working group.

"Terminology-centred" models:

C) a terminologist producing a vocabulary with a specialist

D) One or more terminologist(s) working with specialists as consultants.

The terminologist may be a project leader in C) and D).

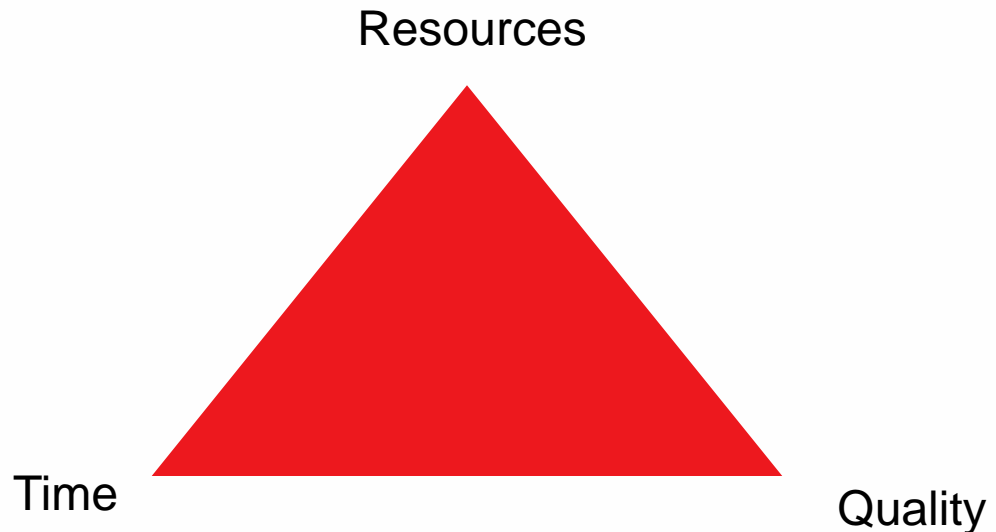→ **See annex B** (handout): roles and responsibilities in the various models.)

Conclusion 2

→ **ISO 15188: Useful guidelines for the management of terminology
standardization projects – not only within technical committees of
standards bodies, but also for relevant projects within private and
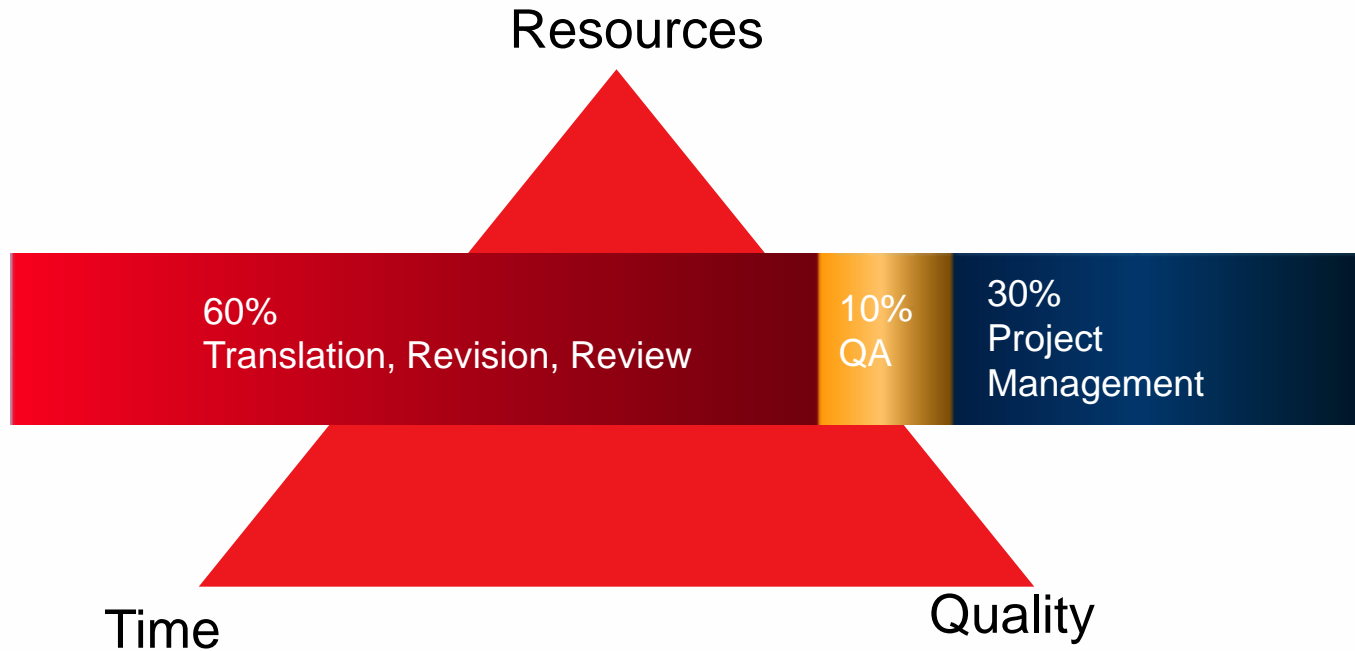public organizations**

Conclusion 3

Translation & terminology projects are …

… similar to all other projects:
determined by time, quality and resources

Resources

Time

Quality

3.1 PM as cost factor

Resources

60%
Translation, Revision, Review

10%
QA

30%
Project
Management

Time

Quality

Conclusion 3.2 PM Core – not trivial

WHO does

WHAT

(until) WHEN

HOW (in which form)

WHY

WHERE

Conclusion 4

→ **PM Skills are mandatory for terminology projects**

→ **Project Management Training is KEY in the terminology businesses and shall be included in BA curricula for communication professionals and terminologists**

→ **European and International professional standards to be followed**

→ **Certified Terminology Manager: Job role, definition and assessment of skills and competences developed by TermNet within EU project EU-Cert and the European Qualification Network: www.eu-certificates.org**

The Eye of Competences of a Project Manager

IPMA Competence Baseline Version 3.0

Project Quality = fulfilling the requirements agreed for the project

Project Management Quality = fulfilling the requirements agreed for the management of the project

THANK YOU VERY MUCH FOR YOUR ATTENTION !

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