

# LANGUAGE QUALITY SERVICES



## Independent Quality Guardians for Your Translations

### Establish a new standard of quality

Translation and localization are complicated. Whether you outsource or centralize your efforts, you feel pressure—to keep up with the volume, ensure accuracy and brand voice, and deliver content faster. These pressures can erode quality standards and safeguards, leading to costly inefficiencies and errors—but they don't have to.

Optimize your global communication efforts for efficiency and quality with Language Quality Services (LQS), the independent and impartial quality assurance unit of Lionbridge. LQS provides standardized quality assurance and helps drive quality improvements of translated content, inclusive of all preferred providers and technologies.

LQS ensures your processes, partners, and outputs are aligned to deliver global communications that are consistent across markets, relevant to target audiences, and always reflective of your brand standards.



## Eliminate Quality & Productivity Gaps

Since 2000, LQS has helped over 150 client organizations assess and optimize their translation and localization operations.

Choose LQS from Lionbridge to:

- Improve the quality and efficiency of translation projects across your organization
- Reduce cost over time through process optimization, asset management, and outsourcing
- Establish enterprise-wide quality benchmarks, functional metrics, and KPIs
- Implement a continuous improvement model for personnel and processes
- Expand your linguistic, technical, and project management resource network

LQS will help you audit your internal teams and existing LSP relationships, whether with Lionbridge or another vendor, to reduce overall complexity and streamline vendor management.

LQS services include:

- **Linguistic Audit:** Ensure your content is free of linguistic errors, with accurate meanings and styles, and that your brand voice is conveyed appropriately. Full or sample service available.
- **SME Review:** Verify the technical accuracy of your content. Ensure clarity for end users. Full or sample service available.
- **Linguistic Consultancy:** Assess and source localized products that meet linguistic quality expectations.



## Language Quality Services from LIONBRIDGE

Feature	Benefit
Agnostic Approach	Our LSP-neutral model works in all vendor environments, with or without internal teams. LQS work is independent of Lionbridge localization activities.
Flexible Design	You determine audit targets, depth, and frequency including bilingual or final format content, integration into the production cycle, or external audit.
Tailored Scope	Customize the QA focus, ratings criteria, volume, and frequency that work best for you.
Expert Resources	LQS expert linguists have 5+ years of traceable domain experience; 3+ for LQS expert reviewers. Formal higher education and EN-15038 compliance are required.
Seamless Integration	LQS services optimize your process, tools, and analytics for immediate and sustainable quality improvements.
Global Scale	Six global hubs covering 100+ languages are staffed by dedicated teams who can manage LQS projects of any size.

## LQS Solutions Deliver:

- Impartiality and independence
- Constructive, actionable deliverables
- In-depth linguistic expertise
- Customized service
- Global footprint and regional hubs

## Client Spotlight

### The Challenge:

A leading mobile device manufacturer (30 markets, 22 languages) was struggling with translation quality. Beyond reputation damage, it estimated the annual cost of poor translation, including hidden validation costs, to be \$5.5M.

### LQS Solution:

The client enacted an LQS process audit, new reference material, KPI definitions, regular quality checks, trend analysis, and tutoring.

### Real Results:

- Within 6 months, 90% of new content met quality baselines
- 85% quality improvement, resulting in \$250k annual savings
- \$5M annual savings realized with fully outsourced validation

## Get Started

Contact us today to learn more about how Language Quality Services can improve and expedite your localization efforts.

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