

GloBALEXICON Quality Policy – QMS 001

GloBALEXICON Ltd. was established in 2004 with the idea that language services can be provided in a much more effective way – higher quality, added value, more satisfied clients.

With this thought in mind we have continued to grow via client referrals, creating lasting partnerships with our clients. We have built up a strong reputation in our core segments.

Clients appreciate our specialization, focus on long term partnerships and understanding of their business, and our provision of a more personal service.

Attention to detail is at the heart of the work we do. Our processes are thorough and our project managers follow procedures exactly, comparing finished work to what's expected, reviewing work carefully for completeness and accuracy and performing final checks of the work before sending it out.

We currently operate under the ISO 9001 Quality Management System and hold full membership of the ATA (American Association of Translation Agencies) and the ATC (Association of Translation Companies), are a network member of the EUATC (European Union of Associations of Translation Companies) and comply with their Code of Conduct. We are also a Company Partner of the Market Research Society (MRS) and corporate members of the BHIA and comply with their Codes of Conduct.

GloBALEXICON's continuous commitment to quality aims to ensure that our services meet the needs of our customers at all times in accordance with our contractual requirements, policies and procedures. As a result, we currently undertake the following:

- Annual review meetings with our key clients in which we seek feedback, in order to improve the quality of our work. Feedback is sought annually via the online customer satisfaction survey.
- Rigorous selection criteria for our suppliers, designed to only include those who have the qualifications and the experience to undertake the work to the high standard required and have passed any required linguistic tests successfully. Ongoing review of the recruitment criteria is carried out by the team
- Systematic storage of the full cycle of all relevant project communications to/from clients and suppliers
- Regular training of our team on our processes, programmes and systems to ensure continuous improvement and customer satisfaction
- Regular internal audits conducted over an annual cycle
- A formalised customer complaints procedure

- A proactive approach to all client communications, including to RFQs and ongoing project requirements

All members of the organization understand and communicate the quality policy which is published on the Company's notice board and accessible by any member of staff through the shared network. It is also published on the company's website.

The Quality Policy is fully embraced and supported by the Managing Director, who is ultimately responsible for quality, but all employees are responsible for the quality of the services that are within their direct responsibility.

GlobaLexicon complies with all relevant statutory and regulatory requirements and constantly monitors its quality performance. Our policy is reviewed regularly in order to ensure its continuing suitability and a formal review is conducted annually.