

Client Service PLEDGE

in FRENCH only inc./in SPANISH too! Translations & Translations.CA is committed to providing high quality, cost effective translation services.

Our goal is to provide our clients with one-stop, easy-to-access, personalized service. In order to meet or exceed the expectation of our clients, we are committed to providing services that are:

Knowledgeable

We will use our knowledge, experience and expertise to provide quality service.

We shall evolve – we will listen to, anticipate and respond to the changing needs of our clients.

We will be “in vogue”, stay “hip”, be on the “cutting-edge” – we shall keep up to date in subject areas that are important to our clients from technology to fashion.

Responsive and Timely

We shall respond to our clients in a timely, courteous and fair manner.

We will:

- return telephone calls within half a business day
- acknowledge emails within half a business day
- respond to telephone and written enquiries, quotes or estimates within one-two business days

Professional

We shall treat all clients, suppliers and our own coworkers with respect and dignity.

We will be impartial, open and accountable.

We will act with integrity, empathy and professionalism.

We believe in fair and reasonable rates that reflect our professionalism and respects our employees and team members around the world.

We believe in *karma* – what goes around, comes around

Helpful

We shall strive to be available to our clients and support them by providing clear, accurate and relevant information about our services.

Accountable

To consistently deliver or exceed the requirements set by the **CAN/CGSB-131.10-2017 and ISO17100 replacing EN15038-2006 Standard** encompassing the core translation process and other related aspects including quality assurance, human resources and traceability.

We are committed to continuous improvement by reviewing, evaluating and communicating our performance to our team via QA meetings. We take complaints seriously and appreciate the opportunity to put things right.

We will manage resources as efficiently and effectively as possible to enable a focus on creating value for clients.

Feedback

We value client feedback and invite them to share comments, suggestions, complaints or compliments with us. We welcome the opportunity to meet face to face; to participate in product knowledge training/meetings/launches/events or any other means to learn more about a client, their products and services and their culture.