

## DIN EN ISO 17100



ICS 03.080.20

Supersedes  
DIN EN 15038:2006-08

**Translation Services –  
Requirements for translation services (ISO 17100:2015);  
English version EN ISO 17100:2015,  
English translation of DIN EN ISO 17100:2016-05**

Übersetzungsdienstleistungen –  
Anforderungen an Übersetzungsdienstleistungen (ISO 17100:2015);  
Englische Fassung EN ISO 17100:2015,  
Englische Übersetzung von DIN EN ISO 17100:2016-05

Services de traduction –  
Exigences relatives aux services de traduction (ISO 17100:2015);  
Version anglaise EN ISO 17100:2015,  
Traduction anglaise de DIN EN ISO 17100:2016-05

Document comprises 28 pages

Translation by DIN-Sprachendienst.

In case of doubt, the German-language original shall be considered authoritative.

*A comma is used as the decimal marker.*

## **National foreword**

This document (EN ISO 17100:2015) has been prepared by Technical Committee ISO/TC 37 “Terminology and other language and content resources”, Subcommittee SC 5, “Translation, interpreting and related technology”. In the parallel voting procedure under the Vienna Agreement, it has been adopted as EN ISO 17100:2015 and constitutes a revision of EN 15038:2006. Within the CEN structure, the project is allocated to CEN/SS A07 “Translation and interpretation services” that currently has no active working group.

The responsible German body involved in its preparation was *DIN-Normenausschuss Terminologie* (DIN Standards Committee Terminology), Working Committee NA 105-00-03 AA *Übersetzungs- und Dolmetschdienstleistungen*.

Within the DIN structure, the project has been shifted from the disbanded *Normenausschuss Gebrauchstauglichkeit und Dienstleistungen* (Performance Capability and Services Standards Committee) to *DIN-Normenausschuss Terminologie* that, in 2011, reactivated its Working Committee NA 105-00-03 AA with the new title *Übersetzungs- und Dolmetschdienstleistungen*.

The DIN Standards corresponding to the International Standards and publications referred to in this document are as follows:

ISO 9000:2005	DIN EN ISO 9000:2005-12
ISO/IEC 17000:2004	DIN EN ISO/IEC 17000:2005-03
ISO/IEC 17050-1:2004	DIN EN ISO/IEC 17050-1:2010-08
ISO/IEC 17050-2:2004	DIN EN ISO/IEC 17050-2:2005-01
ISO/IEC Guide 68:2002	DIN V 55391:2003-06

## **Amendments**

This standard differs from DIN EN 15038:2006-08 as follows:

- a) the structure of the standard has been substantially changed; the general translation process is now presented as a chronological sequence of all process parts involved: pre-production processes and activities, production processes, and post-production processes;
- b) the range of terms and definitions has been considerably extended to cover the multiple topics separately, such as services, technology, language and content, and parties and processes involved;
- c) the required translator competences now also include competence in the relevant domain;
- d) evidence of adequate translator qualifications may now also be provided by an official certificate issued by a government agency;
- e) the required competences of translation project managers are clearly defined;
- f) the use of translation technology and translation tools is explicitly mentioned;
- g) the focus on the “requirements for the project management of translation services” has been increased;
- h) requirements for the handling of client feedback have been specified.

## **Previous editions**

DIN EN 15038: 2006-08

**National Annex NA**  
(informative)

**Bibliography**

DIN EN ISO 9000:2005-12, *Quality management systems — Fundamentals and vocabulary*

DIN EN ISO/IEC 17000:2005-03, *Conformity assessment — Vocabulary and general principles*

DIN EN ISO/IEC 17050-1:2010-08, *Conformity assessment — Supplier's declaration of conformity — Part 1: General requirements*

DIN EN ISO/IEC 17050-2:2005-01, *Conformity assessment — Supplier's declaration of conformity — Part 2: Supporting documentation*

DIN V 55391:2003-06, *Arrangements for the recognition and acceptance of conformity assessment results (ISO/IEC Guide 68:2002)*

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