



# CTC Translation & Localization Solutions

Your reliable Chinese service partner

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**CTC Translation & Localization Solutions Limited** is a professional translation, localization and DTP services provider in Hong Kong China. With our strong in-house team, advanced CAT tools (SDLX, Trados, Star Transit, Across etc.), and streamlined project management workflow, we can provide the most cost efficient and reliable translation, localization and DTP services, and have earned great reputation from our clients all over the world.



## 1. General Information

1.1	Company Name:	CTC Translation & Localization Solutions Limited		
1.2	Address:	RM 19C, Lockhart Ctr. 301-307, Lockhart Rd., Wan Chai, Hong Kong		
1.3	Tel	+852 30085800 ext 836	Email	greta.m@ctctranslate.hk
	Fax	+852 30085800	Skype:	ctc.transaltion.team
1.4	Date of creation of your company:	1998		
1.5	Team members			
	Number of permanent employees :		100	
	Number of PMs:		8	
	Number of in-house translators:		50	
	Number of Editors:		9	
	Number of Proofreaders:		8	
	Number of DTP specialists:		15	
	Others:		10	



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## 1. Specific Information on Services that we offer

<b>2.1</b>	<b>Services:</b>		
<b>2.1.1</b>	<b>Translation</b>		
	<b>Technical</b>	<b>Software</b>	<b>Version</b>
		SDLX TRADOS	2006,2007, 2009
		Wordfast	5.2
		Star Transit	xv
		Across	PE
		Xbench	2.7.214
		Sisulizer	Enterprise.Edition.v1.6.13.
		IBM Translation Manager	6.0
		Idiom	9.0
	<b>Normal Capacity</b>	<b>Language pair</b>	
		<b>Output per day per translator</b>	
		English to Simplified Chinese	2000 –2500 words
		English to Traditional Chinese	2000 - 2500 words
		Chinese to English	2000 - 2500 Chinese Characters
		Japanese to simplified Chinese	2500 - 3000 Japanese Characters
		Japanese to traditional Chinese	2500 - 3000 Japanese Characters
<b>2.1.2</b>	<b>localization</b>		
	<b>Technical</b>	<b>Software</b>	<b>Versions</b>
		Catalyst	8.0
		Passolo	2009 & 2011
		Sisulizer	Enterprise edition V1.6.13
		Microsoft localization Studio	4.8
	<b>Normal Capacity</b>	<b>Language pair</b>	
		<b>Output per day per translator</b>	
		English to simplified Chinese	1800 – 2300 words
		English to traditional Chinese	1800 – 2300 words
		Japanese to simplified Chinese	2500 - 3000 Japanese Characters
		Japanese to traditional Chinese	2500 - 3000 Japanese Characters
<b>2.1.3</b>	<b>Proofreading</b>		
	<b>Technical</b>	The same as translation and localization services	
	<b>Normal capacity</b>	English to simplified Chinese	3000-5000 words per person
		Japanese to simplified Chinese	4000-5000 Japanese Characters per person



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2.1.4	PEMT (Post editing for machine translation)			
	Technical	The same as translation and localization services		
	Normal capacity	English to simplified Chinese Japanese to simplified Chinese	3000-5000 words per person per day 5000-6000 words per person per day	
2.1.5	DTP			
	Technical	Software	Version	Experience
		Framemaker	7.0, 7.1, 8.0 & 9.0	8 years
		PageMaker	6.5	8 years
		Indesign	CS3, CS4 & CS5	7 years
		Freehand	MX2004	7 years
		QuarkXPress	7.0	7 years
		Word	2003, 2007 & 2010	16 years
		PowerPoint	2003, 2007 & 2010	16 years
	Normal capacity	Tools used	Output per day per DTP specialist	
		Framemaker	80 pages	
		PageMaker	40 pages	
		Indesign	60 pages	
		Freehand	40 pages	
		QuarkXPress	40 pages	
		Word	120 pages	
		PowerPoint	120 pages	
2.1.6	Software Testing			
	Technical	Software	Version	Experience
		HTML QA	1.4	4 years
		Robohelp	X3	5 years



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2.2	<b>Quality System:</b>
2.2.1	<p><b>Our quality assurance exists in each stage of the project:</b></p> <p><b>Stage 1 Prior to the Translation</b></p> <p>Before starting the translation, the project manager (PM) will be responsible for writing a Translation Style Guide according to all the data provided by the client and arranging a competent translator to collect and make a List of Terms, and then send the Style Guide and List of Terms to the client for confirmation if possible.</p> <p>After confirmed by the client, each translator, editor and proof-reader shall read the Style Guide carefully before translation and obey it in the translation. The confirmed List of Terms will be imported into MultiTerm (Trados) or TermBase (SDLX) for translators to use during the translation. Therefore, the translation style and frequent terms can keep consistent in the whole project.</p> <p><b>Stage 2 Translation in Progress</b></p> <p>During the translation, each translator can report the problems he confronts in the Query Template to PM, if PM cannot answer or solve the problems, he will send to the client for help every day, ensuring the problems can be solved timely.</p> <p>Query contents can include the following problems:</p> <ol style="list-style-type: none"><li>1. Source error;</li><li>2. Global problems;</li><li>3. Technical or concept difficulties;</li><li>4. Inconsistent problems or errors in TM or List of Terms;</li><li>5. New terms that are not included in the Multiterm;</li><li>6. Cannot know the meaning without the context;</li><li>7. Cannot make sure whether it needs to be translated;</li></ol> <p><b>Stage 3 Editing and Proofreading (QA checks)</b></p> <p>After the translation is completed, PM will arrange the editors to edit the translations and QA specialists to proofread the translation and make QA report:</p> <p>For language proofreading, mainly check the following problems in the translation:</p> <ol style="list-style-type: none"><li>1. Spelling errors;</li><li>2. Grammar errors;</li><li>3. Punctuation errors;</li><li>4. Addition problems;</li><li>5. Omission problems;</li><li>6. Cross-reference consistency problems;</li><li>7. Fluency problems;</li><li>8. Style problems;</li><li>9. Country standards</li><li>10. General formatting problems</li></ol> <p>For technical proofreading, mainly check the following problems in the translation:</p> <ol style="list-style-type: none"><li>1. Corrections of technical terms;</li><li>2. Consistency of terms;</li></ol>



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	<b>Stage 4 Delivery checks</b> PM will check the following problems before signing off the project: <ol style="list-style-type: none"><li>1. Whether all texts are completely translated;</li><li>2. Whether all corrections are made according to QA report;</li><li>3. Whether the layout needs to be adjusted, if required, DTP engineer will be arranged to check the format and guarantee the translated format is consistent with source format.</li></ol> After making sure all the above has been done, prepare clean and unclean files and place them in designated place in FTP, and then report the completion of project to client by email.
<b>2.2.2</b>	<b>Other details for quality control</b>
<b>2.2.2.1</b>	<b>How are your translators qualified? (Specify)</b> All of our translators shall have B.A. degree and at least two years of translation experiences and pass our two rounds of tests.
<b>2.2.2.2</b>	<b>What QA checks are carried out prior to product shipping to client?</b> We use our Evaluation Form, which check the quality in terms of the Accuracy, Terminology, Language, Guidelines, Country etc.
<b>2.2.2.3</b>	<b>Is there a final sign-off by an authorized member of staff, or by subject matter experts?</b> Yes. Our PM of each project will be responsible for the final sign-off. See the details in the APPROVED QUALITY SYSTEM.
<b>2.2.2.4</b>	<b>Are quality records available? (Internal audits, QA stages—define)</b> Yes. We can provide upon request.
<b>2.2.2.5</b>	<b>Describe your corrective action system.</b> <ol style="list-style-type: none"><li>1. Translator is responsible for incorporating the corrections into translation according to the QA report</li><li>2. PM is responsible for checking whether all corrections are incorporated before the delivery</li><li>3. PM held weekly or monthly meeting for error analysis</li></ol>
<b>2.2.2.6</b>	<b>Describe any other controls in place.</b> We use MS project server to monitor the translation progress of each translators.
<b>2.3</b>	<b>Back up Process:</b>
<b>2.3.1</b>	<b>Describe your back-up process (daily/weekly).</b> PM stores the project data on the server daily.
<b>2.3.2</b>	<b>Are back-up media stored off-site to ensure proper disaster recovery?</b> Yes. We burn CD monthly to ensure proper disaster recovery.



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### 2. Part of our translation experience.

Based on over 20 years' cooperation with many international translation companies, we have done many projects in various industries, listed some for your reference:

- ☒ Manufacturing Industry
- ☒ Life Sciences (Medical/Pharmaceutical)
- ☒ Banking & Finance
- ☒ IT software
- ☒ Legal
- ☒ Technical Translation

#### ◆ **Worldtempus Projects:**

Many kinds of documents and the website translation, related to many watch brands.

#### ◆ **Honeywell projects:**

Manual for PRO-2200 door Access System  
EXCEL50 user manual  
Excel150 controller user manual  
XL800 installation manual and debugging manual  
Excel Web user manual  
Excel Web product parameters manual  
pressure transmitter operation manual for st3000 900  
T775 independent controller used manual  
UDC2500 general digital controller product manual  
TPS-3000 application manual  
DC1010 operation manual  
DC1020 operation manual  
xls1000 fire alarm fire control system design manual  
Honeywell temperature controller DC1000 Selection Guide  
EPKS System installation and upgrade manual  
4110 series Alarm control host installed programming manual  
PKS-C300 Controller operation manual

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#### ◆ **Carestream Projects:**

Carestream C10810320\_ajl698\_Industrex\_Products\_Rebranding\_INDD\_3L  
Carestream\_C10810618\_Trans\_kit  
Carestream C10810719\_11\_274\_V3.2\_XLS\_16L  
C10810718 Kicked Off - Carestream - 11-262 BCG Training 2011 - ppt,quiz,word - 7L



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Carestream C10810910\_11\_023\_Urgent\_Stuffer\_sheet\_DOC  
Carestream C10811024\_11\_404\_CS\_1200\_camera\_software\_PO\_8L  
Dry Laser Imager  
DRYVIEW Laser Imaging System  
Industrex HPX-1 Digital System

## ◆ Kodak Healthcare projects:

Direct CD User Manual and Quick Reference Card  
PACS User Manual and QRC  
PORTRA ENDURA Improved Instruction  
Kodak DirectView Capture Link System User's Guide Addendum  
Kodak DirectView CR V4.15 User's Guide Addendum  
Electrical Cord-Connected Equipment Safety Training  
Electrical Safety Awareness Training  
HSE Silver Processing Training  
6H8051 ITX560 User Manual  
6H6869 DR9500 Safety & Regulatory Guide  
Kodak Point-of-Care CR-ITX 560 System Software Version 2.5.1  
ScanStation 100 Plus\_Training  
KODAK 8000 Digital Panoramic System  
ACR2000 ACR2000i and LS Series Guides  
4H1865 PoC Software V2.5 User Guide

## ◆ SAP projects,

ByD Projects (Glossary, short strings, long texts, UI) (Over 3 million words).  
CRM Project (Glossary, short strings, long texts, UI) (Over 1 million words)

## ◆ Finance Projects:

Citibank projects, all kinds of financial documents, web pages translation.  
Emirates NBD projects, all kinds of financial documents.  
Principal Financial Group, all kinds of financial documents.  
The DBS bank projects in Singapore, all kinds of financial documents.  
Aviva life insurance company, financial documents, insurance policy.  
LG Electronic - Cost Accounting Manuals

Etc.



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