



## **Quality Assurance Policy**

AK Translations Services Ltd specialises in the following activities: Interpreting (face-to-face and telephone interpreting), Translation, Transcription, Proofreading & Editing and British Sign Language (BSL) services.

The management of the company is committed to a policy of Quality Assurance throughout the company activities, ensuring that the professional service quality satisfies the specific requirements of all our clients. It is the policy of the company to market only professional services of a quality that will merit and earn client satisfaction by performing all functions reliably and effectively.

### **This means:**

- We find the solutions that best suit our client
- We meet and exceed our client's expectations in terms of both delivery and requirement
- Every assignment undertaken by us is thoroughly supervised
- We are open and honest about deadlines and costs
- Our interpreters/translators are fully qualified and experienced which means our clients should expect a polite, efficient and friendly service
- We promote continuous improvement to refine and improve communication, control procedures and training to further improve our level of quality assurance.

The nature of our activities places particular emphasis and demands on the experience and expertise of the interpreters/translators we use. High levels of responsibility and reliability are associated with all aspects of our work and a commitment to continued professional development and training exists to ensure that all our interpreters/translators are suitably qualified and capable to meet these requirements.

The directors of the company have given the Quality Representative full authority to carry out the Quality Assurance Policy of the company, and all company employees are required to co-operate with the Quality Representative in carrying out this task.

In addition the company operates an equal opportunities employment policy throughout all its activities.