

STAR certifies against ISO 17100

For the eighth consecutive year, the Barcelona-based translation company STAR Servicios Lingüísticos has renewed its [ISO 9001](#) certification for its quality management system. It has also updated its certification according to the **UNE-EN 15038** standard in order to obtain the ISO 17100 ([please see our article about the standard on our blog Globalízate](#)), the new international standard for the provision of translation services. In November 2007, the Spanish company was one of the first European translation agencies to obtain the double seal of quality and it is now one of the first to obtain the **ISO 17100**.

This recertification is another example of STAR Servicios Lingüísticos' commitment to quality. A further example is the implementation of the [satisfaction survey per project](#) as of June 2015. This brief survey complements the annual satisfaction survey (a more exhaustive list of questions) that STAR Servicios Lingüísticos sends to its clients. "It has allowed us to establish new indicators in the company's quality management system that enable us to have a clearer vision of the needs of our clients" commented Elena Alfaro, Operations and Quality Manager at the Barcelona-based translation agency. "This measure was welcomed by our clients. We can now detect potential non-conformities much earlier and thus react quicker in proposing corrective and preventive actions".

According to the satisfaction surveys, of **3528 projects delivered** from 1st June 2015 up to the date of this press release, only seven projects were delivered after the agreed date (0.20%), one project did not meet the scope of the order (0.03%), three projects did not meet the expectations of the client (0.09%) and there was just one project whereby the client was not in agreement regarding the quality of the product (0.03%). **No complaints regarding the quality of the service were recorded in any of the projects.**

Remaining true to the premise of quality that "you can't improve what you don't measure", STAR Servicios Lingüísticos will continue to collect data in order to increasingly adapt its services to the needs of its clients.

About [STAR Servicios Lingüísticos](#)

The Barcelona based translation company STAR Servicios Lingüísticos (www.star-spain.com) is part of the STAR group. Founded in Switzerland in 1984; the STAR group currently has 44 offices worldwide and more than 800 employees. The Spanish office, a leading company in translation services and the development of linguistic technology, has experienced continuous growth since its foundation and its clients include prestigious brands such as BMW, Bosch, BSH, Bulgari, Cartier, Leica, Konica Minolta, Lidl, Peugeot, Renault, Roche, Siemens, Toyota and Volkswagen. The key to STAR's success is its capacity to provide its clients with high quality economical solutions for international communication. STAR is certified according to ISO 9001 and ISO 17100.