

## STAR certified according to ISO 9001:2015

The Barcelona-based translation agency, STAR Servicios Lingüísticos, has successfully passed the audit for the new ISO 9001:2015 quality management system standard. As part of this audit, the company was also able to renew its ISO 17100 certification, the quality standard for translation services.

Not only did the auditors not detect any non-conformity, but they also highlighted a number of positive points. In particular, they underlined the customer satisfaction surveys, their corresponding statistical analysis, the KPIs (reference values and defined targets) and the automatic implementation of corrective measures in the case of any anomalies. They were also impressed by the high level of efficiency of the entire quality management system, which due to the fact that it is integrated in the company's translation project management system, receives data continuously in real time.

“The certification according to the new version of the ISO 9001 standard was an excellent opportunity to review our entire quality management system from top to bottom”, confirmed Michael Scholand, CEO of STAR Servicios Lingüísticos. “Just as in any industry, in order to be able to provide high-quality language services, whether they are technical translations, software localization projects, website translations or simultaneous interpretations, it is vital to establish procedures, assess the risks that can affect the company's capacity to provide a high-quality service and eliminate, as far as possible, anything that could have a negative impact”, added Ester García, Operations and Quality Manager at STAR Servicios Lingüísticos.

More information on high-quality language services is available on our website and also on our blog:

- [Certified language services: ISO 9001 and ISO 17100](#)
- [Purchasing high-quality translations \(1/2\)](#)
- [Purchasing high-quality translations \(2/2\)](#)

**\*The stamps of the new certificates are not yet displayed on our website. They will be updated as soon as they are available.**

### **About STAR Servicios Lingüísticos**

The Barcelona based translation company STAR Servicios Lingüísticos [\[www.star-spain.com\]](http://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.