

# Buying translation services:

On collaboration and quality

**VAISALA**

Technical writer  
2005



Project manager,  
documentation  
2007



Titta Majala  
**VAISALA**

Documentation specialist  
2017



★  
LOC area owner  
2019



# Observations for a Better World





# Vaisala products, sustainability, and climate change



To help reliably monitor and forecast weather, and thus minimize the impact of weather and climate hazards



Measure and monitor urban air quality  
AQT400 Series



Reduce use of chemical fluids in aircraft de-icing  
K-Patents refractometers



Support environmentally friendly refrigeration  
GMP252 CO<sub>2</sub> probe

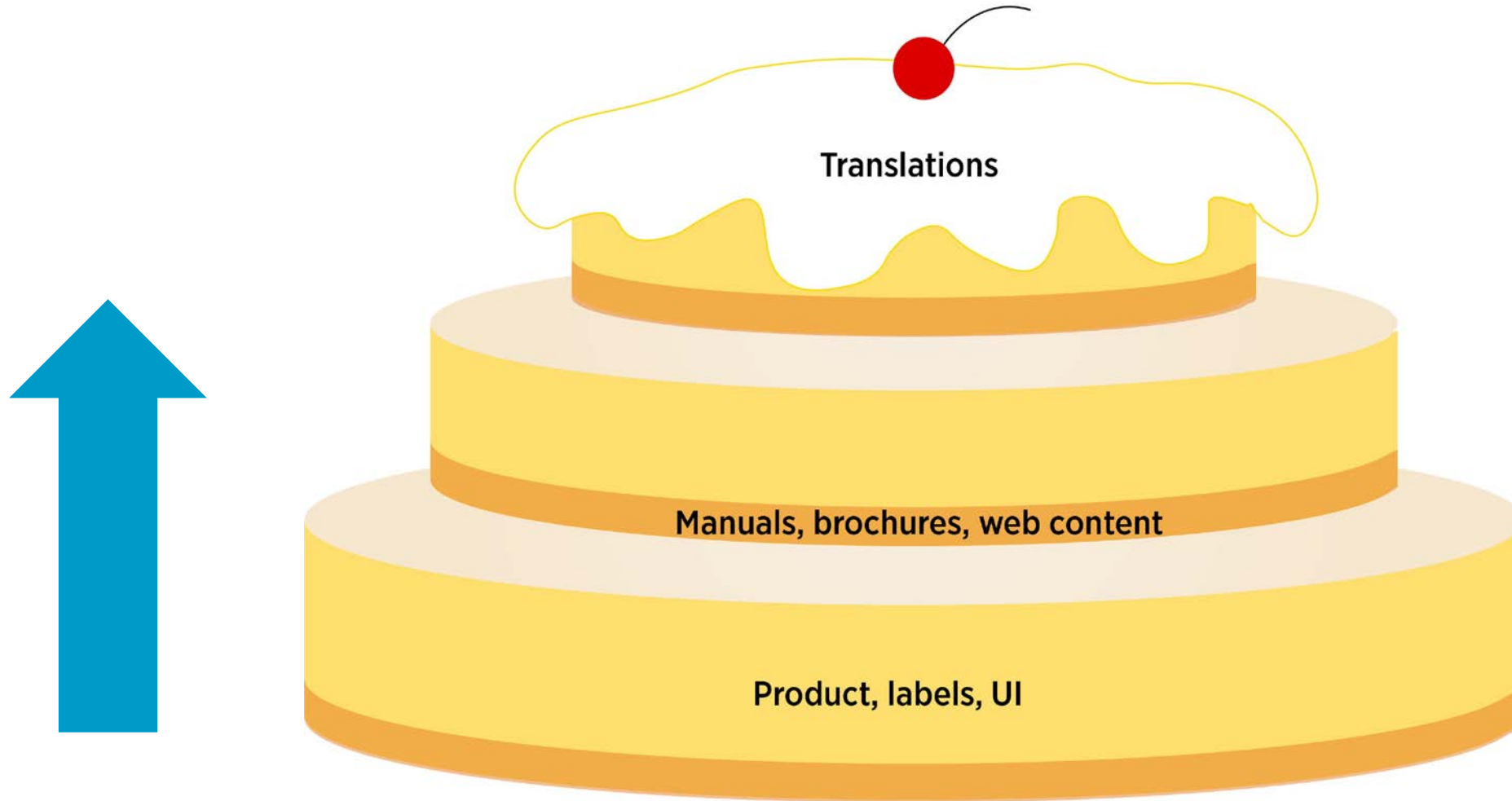


Help in turning waste into biofuel  
MGP261 multigas probe

# Vaisala products and content

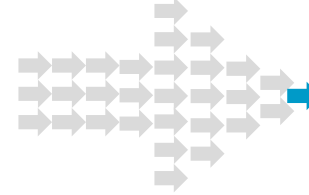


1. Versatile product base ~ 300
2. ~14 languages
3. Translation orders by >20 people, mostly from Finland but also from other countries
4. Quality validation by internal native validators



# Initiative of marketing and customer documentation 2018 →

1. Centralizing and aligning processes



2. Improving quality of service and content



3. Savings through

- Internal resource time
- Competitive partner contracts and pricing



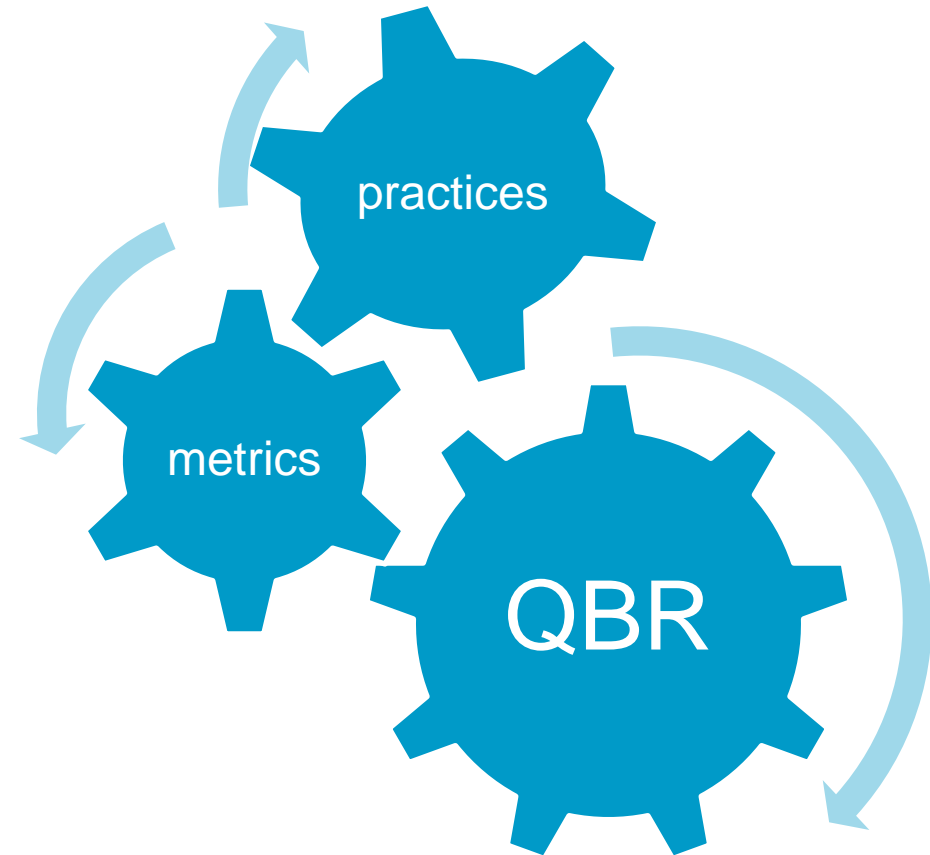
19 → 7 → 1

- Translator background and testing
- Correctness of translations
- Keeping schedules
- Automation and systems
- Holistic ownership
- Fluency of ordering
- Expertise, innovation
- Responsiveness, continuous development



# Continuous, data-driven development

1. Operative follow-up
  - Monthly meetings
  - Validators estimate quality per order
2. Quarterly business meetings
3. Metrics: SLA and KPIs
  - On-time delivery
  - Language quality
  - Estimate accuracy
  - Rework requests



# Thank you!

[titta.majala@vaisala.com](mailto:titta.majala@vaisala.com)