

## **STAR, committed to quality**

STAR Servicios Lingüísticos, the Barcelona-based translation company, has passed the quality audit for another year running, renewing its commitment to quality in accordance with the [ISO 9001](#) for its quality management system, and the [ISO 17100](#) for its translation services.

In 2007, the Spanish company was one of the first European translation agencies to achieve the double seal of quality, and also to update its UNE 15038 seal of quality to the ISO 17100 in November 2015.

The commitment of STAR Servicios Lingüísticos to quality has its rewards. For example, the improvements implemented in the presale and quoting process have resulted in an increase in the number of quotes issued in 2016 (1641 up to 29/11/2016) of more than 53% compared to the number issued in 2014 (1068 in total), with the same number of project managers but with greater efficiency. Not just the number of quotes increased, but also the speed with which they were issued. Whereas the average response time in 2014 was 4 hours, in 2016 this was reduced to 2.5 hours. In some cases, the quote was issued directly in the reply email. The improvement in quantity, quality and response time to requests for quotes, ultimately results in higher turnover and greater levels of satisfaction.

The very positive feedback that we receive from our clients in the [satisfaction survey per project](#) regarding the quality of service is undoubtedly the best recognition of the excellent work of our project managers, who are the point of reference for clients within the company. According to Elena Alfaro, Operations and Quality Manager at the Barcelona-based company, “for a service provider like us, the ‘good vibes’ experienced by our clients in receiving such an excellent service are an important factor that distinguishes us from our competitors.”

### 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.