

CASE STUDY

Translating Quality in the Naval Towage Sector



SCENARIO

→ THE CLIENT

A **benchmark group in Italy and abroad for port towage services**, with a long-standing operational tradition and a steadily growing international profile.

→ THE REQUIREMENT

Translate the entire **Integrated Management System (IMS) documentation** into **English** to ensure its global dissemination and alignment.

→ THE DOCUMENTATION

The client entrusted us with the translation of a **highly technical and complex body of documents**, comprising various types of materials related to the company's IMS.



Types of manuals and technical procedures translated:

- HSEQ inspection management
- Operational procedures (OP)
- Work instructions (WI)
- Environmental analyses
- Documented information management
- Human resources and training management
- Non-conformity management
- Hazardous substance management
- Risks and opportunities

THE CHALLENGE

→ TRANSLATING QUALITY SYSTEM DOCS IN THE NAVAL FIELD

- Required **specialist knowledge** of nautical and HSEQ terminology
- Great attention to **terminological consistency** and coherence across documents
- Obligation to ensure **compliance with regulatory requirements** and the client's quality system standards

→ BUDGET CONSTRAINTS AND TIGHT DEADLINES

- **25 files to be translated into English** (approx. 200,000 words) in **just under two months**
- Numerous **non-editable images** that required support from DTP specialists for graphic reconstruction

→ CONTENT COMPLEXITY

- Technical and regulatory documents rich in **procedural references**, requiring accuracy, consistency, and rigorous terminology management



THE SOLUTION

DEDICATED WORKFLOW

To ensure quality and timeliness, we created a tailored workflow:

1 →

SELECTION OF A SPECIALIZED RESOURCE

We identified **a translator with advanced expertise** in naval terminology, quality systems, and HSEQ documentation, who worked **exclusively** on the project to ensure stylistic continuity and coherence.

2 →

STAGGERED DELIVERIES AND REAL-TIME REVIEW

The entire translation and review flow was organized into phased steps, to:

- Maintain **consistent quality** throughout the corpus
- Reduce **turnaround times**
- Enable **continuous communication** with the reviewer and the client

3 →

COMPLIANCE CHECK

At the end of the project, we performed a **final consistency check** on terminology, source alignment, and compliance with IMS guidelines.

4 →

DTP SERVICE FOR NON-EDITABLE IMAGES

To translate non-editable graphic parts, we:

- Extracted the content from the images and formatted them into translatable files
- Reconstructed the diagrams to **match the original layout**, incorporating the translated text and **recreating the images**





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