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Nota di contenuto	Front matter -- Contents -- List of Figures -- Foreword -- Dedication -- Preface -- 1. Introduction -- 2. Organisational Development -- 3. The Business Plan -- 4. An Introduction to Quality Management -- 5. Quality Procedures -- 6. Work Instructions -- 7. Managing Human Resources -- 8. Customer Relations -- 9. Your Exit Strategy -- 10. References -- 11. Reading List -- 12. Appendices -- Index
Sommario/riassunto	This is a sequel to the author's best-selling A Practical Guide for Translators first published in 1993 and now in its 4th edition. Managing Translation Services looks at how to successfully make the change from being a single freelance translator to developing a translation company offering a range of value added services. The book is intended principally for those who presently work as a freelance translator with all the inherent limitations this presents in terms of income and being reliant on the limited range of skills that the individual can offer. While some business skills will have been accumulated by virtue of working in a commercial environment, the transition from being responsible for oneself and taking the bold step of employing additional resources can be quite daunting. However, the opportunities this offers in terms of income and personal satisfaction are considerable. This book considers the initial Ssteps towards

business development, exploiting these opportunities and the rewards they can offer. Advice is given on setting up a translation business, organisational development, what a business plan needs to consider for successful growth, how quality management needs to be approached, managing human resources, customer relations and other topics. The book provides a wealth of ready-made examples of quality procedures, forms that support business management and sources of further information. It also considers an exit strategy and related long-term planning when disposing of the business. Managing Translation Services is based on the many years of experience gained by the author working as a staff translator, freelance translator, university lecturer in translation studies, and former head of an award-winning, ISO 9001 accredited company. As a result, it covers a range of management issues relating to providing professional translation services.

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