

HTT launches the ISO 9001 certification process

Rouen, France (27.04.1999): As the new century nears, HTT will also be ushering in a new era as it launches a new website and embarks on the process leading to ISO 9001 2000 certification.

The two innovations are closely linked. Globalisation and the growth of business, scientific and cultural exchanges have led to a significant and continuing increase in the volume of translations managed by the company (52% in 1998, 38% in 1999). Parallel to this development, the network of HTT-approved professional translators has grown considerably, and now includes over a hundred people located in several European countries.

A global efficient and fast means of communication has become essential. Our website ([www.htt.fr](http://www.htt.fr)), available in 17 languages and capable of direct file transfer, ensures an immediate response to any request for information about our services regardless of the sender's location, and is also environmentally friendly since it eliminates paper waste.

Hosted on an Oléane professional server by France Telecom, which manages our domain name, the website offers multiple mailboxes with antivirus protection, unlimited use and digital access at 64 kb, ensuring the availability, reliability and durability required by an international translation service with customers in 8 time zones.

However, this ramped-up demand and the resources that we have implemented to meet it require an equally effective quality control system.

The previous quality assurance system used by the company, in place for almost ten years, was based on ISO principles. Therefore, the adoption of specific ISO 9001 methodology was a natural move forward. It is intended to provide consistent technical and linguistic quality in order to achieve the zero error objective for services offered by the company, despite the increasing number of customers, processed documents and translators involved.

Finally, we wanted this progress to be reflected in the company's logo, reflects a level of service even more technology, more robust and faster than ever, while maintaining our identity. For all these measures have the same policy implemented since HTT always go higher.

Press Contact: Malcolm Duff