

Looking to 2007 - what's next?

To support growth Lloyd International Translations (LIT) are investing in expanding their offices to accommodate all staff members under one roof.

Regarding the development which is due for completion during the first quarter 2007, Paul Renehan, Managing Director says "The expanded offices will provide LIT with the space to support our growth plans for the coming years."

From a research and development perspective, LIT embraced a number of **technology initiatives** during the final quarter of 2006. They are on track for completion during 2007, forming a major part of LIT's strategic goals for the future.

The Client Gateway, launched in 2003, met its original remit to allow clients to obtain up-to-date information regarding the status of their projects, request quotations online, send files securely and amend details directly using their browser. Hailed as a resounding success in a recent client survey, the Gateway will be further enhanced this year, with improvements to its overall user-friendliness and level of project visibility. Added features will include an overall view of projects allowing faster access for clients with multiple languages, the ability to download quotations, enhanced quote facilities to improve speed and reduce manual input.

LIT's objectives include reaching out to new markets using the latest technology in order to offer top quality localization and globalization services. Included as part of this strategy is the continued development of our online presence for both clients and suppliers, with the ultimate goal of offering a comprehensive web-based suite of services and tools which will enable clients to manage and streamline localization with transparent access to centralized information, data and workflow.

As a first phase 2007 will see investment in online terminology management tools. These will offer full visibility to all stakeholders across the localization supply chain, ensuring terminologically consistent, quality-assured translations at every stage.

In addition to our attendance at key industry exhibitions, during 2007 LIT will be organising and hosting a series of regional roadshows. The roadshows will provide an ideal opportunity for clients to meet professionals from other organisations and attend various presentations, on a variety of documentation related topics. We believe this approach will facilitate an exchange of information from both directions.

Focusing on service, LIT will be re-assessed for **ISO 9001:2000** certification in April 2007, having held the accreditation since 2001. By its very design the ISO 9001:2000 drives constant improvement in the quality of LIT's service offering; creating the need to constantly measure and improve our internal processes. Our entire process is therefore designed to deliver a service that meets and surpasses customer expectations on a consistent basis.

