

## **PRESS RELEASE**

### ***FOR IMMEDIATE RELEASE***

## **Corporate Translations Exceeds Customer Expectations in 2010**

**Customer Satisfaction Survey results reveal the overall success of Corporate Translation's efforts to address their clients' needs.**

**East Hartford, CT (February 4, 2011)** – Recognizing the importance of continuous improvement, Corporate Translations, a leading provider of translation and linguistic validation solutions to the pharmaceutical, biotech, and medical device industries, hired Quality Solutions, Inc., a firm specializing in quality management practices, to conduct a Customer Satisfaction Survey in the fall of 2010. The result of the survey was an overall customer satisfaction score of 9.03 out of 10.

“This is outstanding performance,” said John Dickey, President of Quality Solutions. “This is a very high score representing the fact that overall customers’ expectations are exceeded. Very few companies have overall satisfaction scores in the range of 9.00 or higher.”

Quality Solutions managed the survey and conducted telephone interviews with a sample of 100 respondents randomly selected from Corporate Translations’ client list. Respondents were surveyed on either traditional or Linguistic Validation services, depending on what CTi performed for them.

The survey also revealed that 100% of client respondents rated Corporate Translations as satisfactory or better and 97% of respondents rated Corporate Translations as meeting their expectations. Survey respondents also said that cost effectiveness, quality and accuracy of translations, and rapid turnaround time were some of the major factors in deciding which translation firm to work with.

“Corporate Translations operates in a very competitive environment, particularly among its largest accounts,” said Dickey. “The organization has already begun to determine what actions they will take to improve performance in each of the recommended areas.”

Corporate Translations is using this information gained through the survey to improve their processes and further decrease translation costs. They hope to achieve an even higher in 2011 and are working hard to keep all their clients more than satisfied.

### **About Corporate Translations**

Corporate Translations is a Certified Woman-Owned Business Enterprise that was founded in 1990 to specifically answer the demand for high quality translation solutions in the pharmaceutical, biotech, and medical device industries. With over 20 years of acquired knowledge in these highly regulated industries, the company has become a recognized expert in managing translation and linguistic validation projects for the world’s top pharmaceutical and biotech companies including Pfizer, Amgen, Merck, Novartis, and many more.

**For more information about the company please call 860-727-6000 or visit [www.corptransinc.com](http://www.corptransinc.com)**

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