



Ted Gawlicki

Ted Gawlicki, Senior Vice President, Corporate Translations, Inc. answers our questions about the intricacies of selecting the right translation provider for the life science industry.

Q&A **As a leading provider of translation services to the life science industry, what are the key criteria a pharmaceutical company should consider when selecting a language service provider (LSP)?**

It's most important that the LSP has experience in the life science industry. Corporate Translations has over 21 years of experience and has completed over 70,000 translation and linguistic validation projects exclusively for the life science industry. In addition, the most important factor when selecting an LSP is that they have an ISO 9001-certified quality management system (QMS) that is monitored and utilized to enforce quality and drive continual improvement. The QMS must include a well documented translator selection and qualification process, multiple quality inspections, and a dynamic corrective and preventative action system. Another requirement is that the LSP understands the importance of the life science industry's deadlines regardless of how stringent they may be. Corporate Translations' ISO 9001:2008 QMS has resulted

One-on-One Life Science Translation Expert

in superior quality translations and a 99% on-time delivery rate. We achieved an overall customer satisfaction score of 9.17 out of 10 with 94% of clients responding that our performance consistently exceeded their expectations.

Q&A **You first mentioned that an LSP must specialize in the life science industry. Could you elaborate on how LSPs demonstrate this specialty?**

Identifying a company's primary area of expertise can be done by assessing what percentage of its business is in life sciences. For example, 100% of Corporate Translations' business comprises pharmaceutical, biotech, and medical device companies, including their IRBs and CROs. The LSP's translators should also have documented advanced degrees in the sciences (chemistry, biology, pharmacology).

Corporate Translations works with the most elite group of translators. Each translator is qualified through our rigorous Translator Qualification System™ to prove their proficiency in their language pair and in translating clinical trial documentation such as PIs, Protocols, and ICFs. When an LSP focuses on one industry, it becomes an expert in that field and can develop specialized services that address the needs of its clients. Some of the services we have perfected and offer include the linguistic validation of PRO instruments, PRO administrative services, searchable document libraries, multilingual desktop publishing, and translation memory management.

Q&A **It seems as though the linguistic validation of**

patient-reported outcomes instruments is a niche area of expertise. Can you explain your role in translating this document type?

Corporate Translations has been a leading and trusted authority on the linguistic validation of PRO instruments to the world's leading life science companies for the last 15 years. In order to deliver a scientifically sound translation every time, we have developed a state-of-the-art linguistic validation process and effective global relationships with our translators, interviewers, instrument developers, survey research experts, clinicians, in-country reviewers, and clients. Additionally, we have developed an array of PRO administrative services such as instrument research, licensing or copyright permissions, ePRO consultation, manuscript and poster presentation design and document libraries for controlling previously validated instruments. Corporate Translations validated over 2,500 PRO instruments in 2010 and is the preferred supplier for PRO translation at several major life science companies.

Q&A **Is there anything in particular you'd like to leave us with?**

Life science companies spend millions of dollars on translations each year. It is imperative that they receive clinical quality translations to ensure the reliability of their trial results, eliminate risks inherent to their document types, and yield the maximum ROI.

If you'd like to meet a translations expert from Corporate Translations, stop by booth #1005 at DIA 2011 in Chicago, June 19-23. ■