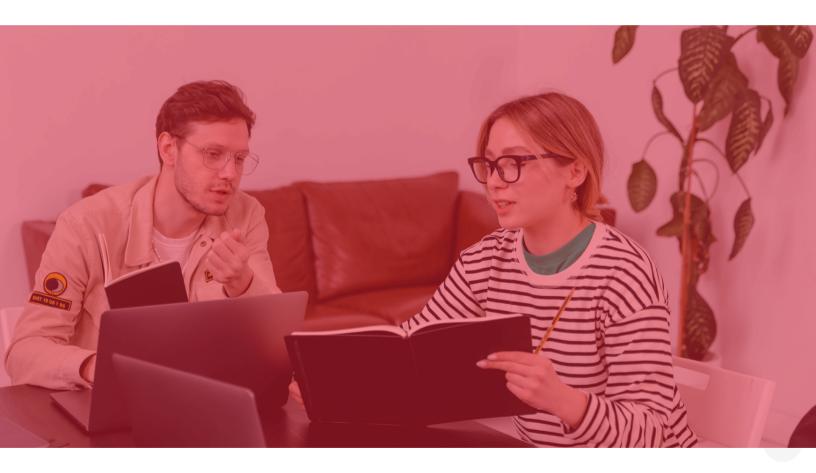# Language Quality Manager

online course

OVERVIEW

Dive deep into translation quality management. Our course covers critical topics from linguistic references to data visualization techniques. Learn to navigate quality frameworks, implement RCA and CAPA, and develop actionable improvement plans. Equip yourself with the skills to drive quality and satisfaction in every localization project.

"This course was everything I was expecting and more, providing all you need to thrive in a quality management role. The numerous practical exercises let you experience what it means to work in a similar position while challenging your preconceptions about quality in the translation industry. I highly recommend it to anyone!"

Luca Tinnirello
United Kingdom

WHAT YOU'LL LEARN

- Understand translation quality factors

- Align with client expectations and service needs

- Set up and manage TMs and glossaries

- Navigate MT and post-editing processes

- Implement style guides and inclusive language

- Select and train vendors effectively

- Optimize translation workflows

- Apply QA tools and frameworks

- Analyze linguistic data for quality insights

- Conduct RCA and CAPA for quality issues

"The course was highly interactive, with practical exercises and real-life examples. The content was comprehensive and relevant, making it incredibly useful. Jan's expertise, combined with the course's hands-on format, provides a strong basis for becoming an LQM professional. I really enjoyed it!"

Angelina Tapias
Argentina

CURRICULUM

PART 1 — THE BASICS

DAY 1

Gain insight into the LQM role and translation quality fundamentals. Improve your understanding of the client and their quality expectations to set the stage for high-quality localization services.

PART 2 — REFERENCES

DAYS 2–3

Learn to effectively utilize translation memories and glossaries, harness the power of machine translation, and craft detailed style guides to achieve linguistic precision and maintain consistency across your localization projects.

PART 3 — VENDORS

DAY 4

Understand various linguistic roles, navigate vendor selection, and develop effective training programs to build a reliable translation team.

CURRICULUM

PART **4**

WORKFLOWS

DAY 5

Optimize translation workflows, address queries, and leverage QA tools for maintaining high-quality standards while managing timelines and resources efficiently.

PART **5**

FRAMEWORKS

DAY 6

Learn about the historic development of various quality frameworks including LISA and DQF:MQM. Deep dive into the latest MQM framework and its usage, understand KPI calculations, and tailor frameworks to fit specialized needs like subtitling and transcreation.

PART **6**

QUALITY DATA

DAY 7

Start capturing and structuring linguistic data. Create impactful visualizations using Excel and advanced tools like Looker Studio, to enhance decision-making and project outcomes.

CURRICULUM

PART **7**

FEEDBACK MANAGEMENT
DAYS 8–9

Learn to handle arbitrations, conduct RCA, and implement CAPA for continuous quality improvement across translation projects, enhancing collaboration and efficiency.

ASSIGNMENTS

As you work through the lessons and concepts, you will have the opportunity to apply your newly learned skills through practical assignments. These assignments will give you the chance to test your understanding of the material and reinforce what you have learned. By completing these exercises, you will be well-prepared to tackle real-world challenges in your field.

- Create and analyze a TM
- Extract the top 10 terms from a new content
- Propose ways how to fix a bad style guide
- Refine the linguist profile and test
- Handle different vendor queries
- Evaluate a TQE scorecard
- Analyze segment and project data
- Diagnose quality issues
- Develop an improvement plan

"I was worried I'd be too unprepared when joining this course, but I can't stress enough how big of a learning experience it was. Combined with exercises and a thorough final exam, it has left me a lot more confident to handle management tasks, especially those related to linguistic data!"

Rafael Games
Brazil

YOUR INSTRUCTOR

Meet Jan, a quality management expert with over 7 years of experience at RWS (Moravia & SDL) and Argos Multilingual. A translator and language enthusiast, he also teaches at his alma mater and collaborates with Localization Academy on the quality management course.

Off-duty, Jan reviews fantasy books, plays board games, and tends to his growing houseplant collection. He enjoys hiking to disconnect and even practiced fire dancing for years.

"A well-structured course with lots of insights about the language quality control. It helped me to organize my already existing knowledge, and to understand some of the concepts I didn't felt quite familiar before, like DQF or RCA. Great job."

Vladimir Zhdanov
China

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✔ 409 online lessons	✔ 54 practical assignments
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✔ 409 online lessons	✔ 54 practical assignments
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✔ Regular Q&A sessions	✔ New challenges every month
✔ Your own localization portfolio	

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✔ Access to our community

✔ Regular Q&A sessions

✔ Your own localization portfolio

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✔ Self-paced learning

✔ 54 practical assignments

✔ No experience needed

✔ New challenges every month

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THANK YOU

for considering our course :)