

QUALITY POLICY

Quality goals

AMVN provides language services with the desire to help customers deliver accurate, effective, target market-oriented messages. We earn our customers' satisfaction with professional services by a pool of professional linguists, high quality products and we strive to present ourselves as a business with integrity. To achieve all of those goals, we gradually improve our quality management system, recruit talented resources and deliver tailored trainings to equip our resources with desirable professional skills.

Challenges

Providing high-quality translation services to all customers at the same time is a real challenge, especially for new customers. We will initially build dedicated teams and design processes to deliver consistent quality language products. Our work quality improves swiftly through learning and seeking inspiration from our customers and our deeply knowledgeable experts to achieve perfection. We have attained significant achievement with that strategy, and our customers have also gained significant benefits from our exceptional language products.

We are also strictly concerned about accumulation of traditional values, experience and knowledge. We have achieved success from that strategy, and our customers have also benefited greatly from our excellent language products.

What can be expected from AM

- ✓ Human translations
- ✓ Accurate understanding and conveyance of the customers' messages
- ✓ Short turn-around services, usually within 24 hours
- ✓ Services rendered with our highest determination and our best capabilities
- ✓ Integrity in our decisions and in what we do

How does quality differ at each level?

At AM Vietnam, our language products are from human intelligence.

Criteria	Standard	Advanced	Premium
Accuracy	Compliance	Compliance	Compliance
Completeness	Compliance	Compliance	Compliance
Grammar	Compliance	Compliance	Compliance
Consistency	Compliance	Compliance	Compliance
Style	65+ / 100	85+ / 100	95+ / 100
Speciality	65+ / 100	85+ / 100	95+ / 100
Creativity	65+ / 100	85+ / 100	95+ / 100

Approval & Rejection

Depending on the volume and service selected, the customer will have 60 to 120 hours to review the language products before approval. After such time limit, the translations will be deemed to be automatically approved if no comments are received from the customer. If the customer finds any quality issues in the products or services, the customer is entitled to request AM to make any necessary revisions. If it is proven that the issues cannot be resolved or are not resolved satisfactorily in a reasonable manner, the customer may reject the translation products and request a partial or full refund of the paid service fees or ask AM to re-assign a more experienced team. No additional costs will be charged by AM in this case.

Resources & Confidentiality

As a language and business support company, AM Vietnam prioritizes the use of resources trained and tested by us. We also implement our own strict regimes on information confidentiality as well as specific requirements from customers; therefore, their assets are all the time kept with the highest level of confidentiality.

Prohibited content

We have the right to refuse or stop providing services if we become aware that the content provided by the customer is prohibited under local regulations. We will then trigger a special process for return or destruction of the prohibited contents depending on the severity. We may also be required by authorities to submit information for investigation purposes. In this case, AM Vietnam is not obligated to reimburse or refund the related paid costs. Customers will still have to pay for the work that have been done by us even though the product is not delivered.

Claims & Warranty

Customers are strongly encouraged to contact us on any claims that may arise. All complaints should be sent to claim@amvietnam.com. We will carefully review and provide customers with satisfactory answers/solutions. Customers also have the right to request us for enforcement of the warranty for any findings of non-conformity within 2 months from the date of acceptance and delivery. We will then take appropriate solutions to ensure the best interests of customers. No additional costs shall be charged in this case.

Early flag-up

Early warnings may be issued in a number of situations including but not limited to the following: changes in the initial requirements; proposal for approval of terminologies/glossary and explanation of ambiguous contents. Early warnings will help our translation products meet the expected quality and ensure the project will go ahead as planned. In the case that there is a request to stop the project due to the customer's subject reasons, the customer will pay reasonable costs for the work that have been performed.

Our currently applicable standards

- ISO 9001:2015 – Quality management systems (Providing of Language Services (Translation, Interpretation, Content Transformation) – CERTIFIED BY BRITISH STANDARDS INSTITUTE
- ISO 17100:2015 – Translation services – ON-GOING
- ISO/IEC 27001:2018 – Information Security Management – ON-GOING
- ISO 18587:2017 Translation services – Post-editing of machine translation output – ON-GOING