

QUALITY POLICY

GeaSpeak's **Vision** is to be a language service provider (LSP) globally recognized for our quality, professionalism and empathy towards our clients, as well as the best LSP in the world in the English > Spanish language pair.

To meet our goals, we are devoted to:

- Strengthening our commitment to quality by abiding to standards ISO 17100 (translation services) and ISO 18587 (post-editing of machine translation output).
- Implementing key processes from standard ISO 9001 in our daily management activities including risk management, document control, tracking, non-conformity management, and process assessment and improvement.
- Communicating in a clear, smooth and prompt way throughout the whole project to avoid inconveniences, downtime and extra costs.
- Responding swiftly to quote requests and technical or general queries, as well as questions regarding the progress of an ongoing project.
- Always fulfilling the promises made, sticking to the agreed-upon deadlines.
- Adopting a proactive approach to solve potential issues in advance and take any required measures, thus reducing risks of non-compliance.

Date: January 23, 2024



Germán Garis (Managing Director)