

Weighing Words

Challenge

A global provider of precision weighing instruments had a heavy burden whenever it sold a scale. For an instrument to perform to specifications, the company needed to ensure the customer properly installed, calibrated, and certified it. Certification was required by regulatory agencies. The company asked ProWrite to format, edit, and prepare interactive electronic and printable forms for its customers. The forms also needed to be translated from English into several languages.

Solution

ProWrite created the forms by formatting, editing, and proofing all of the interactive and printed forms in English. To reduce translation costs and improve consistency, ProWrite created a much shorter document for translation that listed

- Information common to all forms only once
- Information unique to each form

After the shorter document was translated into several target languages, ProWrite reassembled the interactive and printed forms in each target language, paying close attention to detail.

Benefits

ProWrite's method of creating the document for translation greatly reduced the company's translator costs and ensured consistency among the forms. Producing the forms helped the company

- Receive revenue from selling the certification packets
- Enhance its image as a professional and reliable organization by helping its customers
 - Properly install and calibrate sensitive equipment
 - Meet certification requirements of regulatory agencies

