LTC Tutorial on Workflow and Business Information Management in the Language Industry.

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Abstract

LTC has almost a decade of experience in helping corporate clients and language companies implement business information and workflow control tools. In this tutorial we will share some of our insights by explaining various workflows and their objectives. Participants will be able to improve awareness of how workflows are used and how they differ depending on the desired outcome. Participants who work in specific multilingual production environments will learn to describe and review their own processes and workflows, participants with a more academic background will be given an insight into real world business scenarios and how they translate into computer assisted processes. We can then develop ideas on how to optimize workflows as well as getting a first insight how new technology can aid, even automate their processes.

Intended Audience

All levels are welcome. The tutorial will be useful for managers and project managers in a corporate environment as well as those working for LSPs. Academics with an interest in multilingual workflow management in the language industry will also benefit.

Format

Each participant will be given a pack containing everything needed to create visual representations of their processes and workflows.

After an introduction to the objectives of the tutorial, participants will be asked to create representations of their workflows and processes where applicable. Participants that do not work in relevant business environments will be asked to design workflows for tasks of their choice or will be given existing real world scenarios to work with. They will then be able to compare their own results against examples cited in the ensuing talk on workflow optimization and automation. We will look at how processes might be streamlined through (partial) automation and how unique workflow strategies can be used for marketing and sales purposes.

Finally there will be provision for open debate and sharing of experience between participants on workflows, processes, tools and best practice in their companies.

Description

At LTC we believe that every LSP and every corporate language department is unique. Unique because of a number of factors: the language combinations they offer, the services they offer in these languages, as well as their unique way of working – their internal workflow and the tools they use to support this work.

At LTC we believe that this unique approach adopted by each company is vital. It allows corporates to operate internationally, gives an LSP its unique selling proposition and allows language departments to fit into their organization's structure optimally.

After almost a decade of helping our users implement workflow control systems we have seen a large number of widely varying internal processes. Some grow organically; others are designed with specific goals in mind and each is unique to the organization it was designed for.

We would like to share this knowledge and create more awareness of the importance of optimized workflows. Participants that work in the industry will be given a chance to consider their overall company workflow as well as individual workflows they adopt for different projects.

We will look at company workflows and which steps are necessary to take a project from quote to invoice. We will look how this can differ enormously from company to company and think about pros and cons for various workflows.

We will then look at project organization and automation. We will see that different kinds of projects and different clients often require different workflows. We will also compare workflows that are designed for different services and types of processes. For example, we will look at translation, interpreting, subtitling and publishing workflows and see how they can be optimized for fast turn around, rigorous quality assurance etc.

We will also look at workflows that incorporate different sites in different countries and look at how time zones and national currencies and wages need to be taken into account for maximum efficiency and cost effectiveness.

We will then map different workflows in a workflow system to show how they impact on resources, turn around time, quality assurance and profitability. We will look at how processes might be streamlined through (partial) automation and how unique workflow strategies can be used for marketing and sales purposes.

In this tutorial, participants will have had a chance to examine workflows and understand their objectives. Participants that work with workflows will be able to identify where processes could be optimized. They will have had a chance to rethink their project workflows and been given ideas on how they can use their processes for marketing purposes. Finally they will have been given an introduction into how software can support processes and provide a creative platform to optimize them.

Objectives

Participants will learn about various workflows and their objectives. They will be given a chance to think about workflows in general terms and, where applicable, about their company's internal workflows and how they might be optimized. Participants will learn how software can support business process and information management. They will have learnt about the next generation of business systems for the language industry.