



# Happy Christmas

from all at **mtt**   
translation perfection 

## Welcome to MTT's Winter Newsletter 2019.

Where has 2019 gone?

"We have been very busy this year with a varied and interesting range of projects for our lovely clients.

We've translated several websites and lots of technical manuals and press releases; ranging from stage equipment to hazardous chemical storage, and pest control to breathing apparatus instructions.

We are very proud to welcome onboard our new customer NEBOSH who are keeping us busy translating exam papers, workbooks, training materials and marketing documentation into 7 different languages including Arabic.

During 2019, we have worked with local, national and international engineering firms, solicitors, marketing agencies, charities and schools to provide written translations and interpreting services into a wide range of languages.

The outlook for 2020 is already very positive, with many projects underway for delivery in January. We plan to continue with our charity work, and supporting language initiatives in local schools and the wider community.

Well done and thank you to all our translators and project managers for all your hard work.

**We wish you all the very best for the coming festive season, wherever you are in the world and hope that 2020 brings peace, happiness and the joy of language to everyone."**

**Sue Clark MD**

## Charity Event Friday 13<sup>th</sup> Dec in aid of **Save the children:**

Staff at MTT and DMA Europa will all be contributing and wearing our Christmas Jumpers!

All proceeds from the event will be donated to Save the Children, who do a wonderful job by improving children's lives through better education, health care, and economic opportunities, as well as providing emergency aid in natural disasters and other conflicts in the UK and abroad



**Winter 2019**

## Expect a Polar Coaster!

Weather forecasters have predicted the coldest winter conditions will arrive during the last week of January 2020.

At MTT we can still deliver and meet our deadlines even when the weather is bad!

We have the facility to work from our home offices if needs be, and we will do our utmost to ensure your projects are not delayed even by the worst of British weather!

## Reduce, Reuse, Recycle!

At MTT we are committed to protecting our environment

We not only monitor our use of the printer (only printing what is really necessary), we securely shred then recycle all wastepaper and packaging. We also recycle pens, plastic bottle tops and much more.

In her leisure time, Sue also works in conservation, helping take care of a local marshland for the Worcestershire Wildlife Trust. To find out more about this fascinating project on Wilden Marsh click: [www.thewildenmarshblog.com](http://www.thewildenmarshblog.com)

## Another Record!

We love keeping tabs on how we are performing here at MTT. The stats that we collect, help us demonstrate continuous improvement for our annual ISO external assessment.

We monitor KPI's such as customer satisfaction, jobs delivered on time, staff happiness and number of new clients gained, alongside the more familiar financial markers.

2019 has been an outstanding year for us in all areas with 99% customer satisfaction recorded once again.

We've managed over 500 projects this year ranging from an urgent small paragraph to hundreds of pages of technical documentation into several languages.

Overall, we have worked into and out of 43 different languages, using mother-tongue translators every time!

## Support your Local Businesses!

Here at MTT we are dedicated to supporting local businesses. We regularly attend:



**Milk 1 Sugar** Business Networking is open to all. FREE to attend, no subscription or meeting fees charged... No listening to speakers or "elevator" pitches... Just turn up, buy yourself a drink and talk to other businesses.

<https://www.eventbrite.co.uk/e/milk-1-sugar-tickets-19886513096>

## Remember, You Get What You Pay For!

When you receive a range of quotations for translation of a document, take a moment to look a little deeper into what you are paying for and who will do the work for you.

Are you buying simply on price, where the linguists may be poorly paid and have little relevant experience, or do you have the same values as your supplier and want to support passionate professionals with experience in providing a quality service?

For more information on MTT's professional standards see our recent blog post: [https://www.midlandtechnical.co.uk/Human\\_intelligence\\_still\\_the\\_future\\_of\\_translations--post--169.html](https://www.midlandtechnical.co.uk/Human_intelligence_still_the_future_of_translations--post--169.html)