



# TermNet goes America

There is no Knowledge without Terminology

## TERMNET NEWS TNN 102-2010

Dear Readers,

Currently TermNet is encountering exciting times in its first year of the new project "ExcellenceTerm" with the main aim to open a chapter in Canada (called "TermNet Americas") in order to provide terminology services to the North and Latin American markets (see page 2), based on innovative research in the area of terminology.

In all parts of the globe, old and new TermNet members and co-operations partners excel in terminology research and applied terminology, examples can be found on pages 4-8. The wide range of TermNet Members' projects, products and activities shows the growing demand for and promising potential of terminology products and services - from new healthcare and medical terminology databases and applications to EU-wide recognized certificates for terminology managers and "quality through terminology" down under and world-wide (see pages 9 to 11).

And among the new publications we would like to draw your attention to, the TermNet Annual Report 2009/2010 - a modern and "stylish" summary of our recent activities we are particularly proud of.



Enjoy TermNet News 102!  
Best regards,

Gabriele Sauberer,  
Executive Secretary of TermNet

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Note to contributors: The submission of papers for publication in TermNet News is welcome. Authors alone are responsible for views expressed in signed articles, which are not necessarily those of TermNet.  
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#### Offenlegung nach § 24 Mediengesetz:

TermNet News (TNN) ist der offizielle Newsletter des internationalen Vereins TermNet (Internationales Terminologienetz), der für die Vereinsmitglieder sowie alle an anwendungsorientierter Terminologearbeit interessierte Organisationen (Firmen, Universitäten und Institutionen) geschaffen wurde. TNN ist eine internationale Zeitschrift, in der Informationen über terminologische Aktivitäten, Produkte und Dienstleistungen weltweit auf Englisch, Deutsch und Französisch publiziert werden. TNN enthält insbesondere Informationen über die Tätigkeiten der TermNet-Mitglieder und -Kooperationspartner und verfolgt dabei keine parteilichen oder ideologischen Ziele.

TermNet News (TNN) is the official Newsletter of TermNet (International Network for Terminology), which is published for the members of the network and for those companies, universities, institutions and organizations that are interested in applied terminology work. TNN contains information in English, German and French about national and international terminology-related activities, products and services. It informs its readership of the latest activities and projects of TermNet members and co-operation partners, but does not support any ideological or political activity.

## TermNet goes America

TermNet embarked on a new mission with the start of 2010: for the coming three years our network – with financial support by the Austrian National Foundation for Research, Technology and Development (Nationalstiftung für Forschung, Technologie und Entwicklung) - will establish an International Center of Excellence for Terminology.

Through research-based development of new technologies and services TermNet will address specifically and systematically those industry clusters which have a particularly high demand for terminology management and applications: the automotive industry, mechatronics and ICT (information and communication technology), including transport, air- and space technologies, as well as medical and electro technical industries. Their potential affinity to terminology results from the high complexity of processes, parts and components and tools. These sectors are also subject to globalization as few others. Hence, aspects of quality assurance in technical documentation, translation and localization as well as product classification are very important for them. The new centre ExcellenceTerm will develop targeted terminology trainings, certification of tools and professionals, as well as a network of experts and trainers in the field.

Currently TermNet is conducting studies within these industry clusters, to specify their need for terminology services and tools. First results and guidelines for industry representatives are expected end of 2010.

TermNet Americas will establish a network of partners and members in North and Latin America who exchange knowledge with European, Asian and Australian members, with the joint goal to develop, foster and promote the terminology market at regional and international level.

The Language Technologies Research Centre (CRTL), the Institute for the Information Technology of the National Research Council Canada (CNRC) and the Language Industry Association (AILIA) in Gatineau (Ottawa region) at the Université de Québec en Outaouais (UQO) represent a dynamic competence center for language in the ICT sector, where the new chapter of TermNet fits perfectly well and is most welcome.

By establishing “TermNet Americas” and the ExcellenceTerm Center, TermNet will join forces with partners and members in Québec and throughout Canada, to obtain more visibility, credibility and more business opportunities for terminology, terminologists and professionals working in the broad area of terminology.



### Canadian project partners based at UQO in Gatineau:

- [AILIA – Association de l’industrie de la langue / Language Industry Association \(Canada\)](#)
- [CRTL / LTRC : Centre de recherche en technologies langagières / Language Technologies Research Centre \(Canada\)](#)
- [CNRC / NRC: Conseil national de recherches Canada, Institut de technologie d’information / National Research Council Canada, Institute for Information Technology](#)

### Canadian Terminology Spring School

TermNet will co-organize a Terminology Spring School in Gatineau/Ottawa from 9-13 May 2011. The week-long training course will be held in French and English and aimed at Canadian and American language professionals, but it is generally open for interested participants from across the globe. The course will be a tailored preparation for the **ECQA Certified Terminology Manager Certificate**, a European personal professional certification that was developed under the initiative of TermNet and launched earlier this year in Vienna. The exam is voluntary and will be held right after the Spring School.

## New TermNet Members

### "Politehnica" University of Timișoara

After many years of close cooperation between TermNet and in particular Prof. Dr. Georgeta Ciobanu, this partnership could finally be made official. We are happy and proud to count "Politehnica" University of Timișoara among our members as from now.

"Politehnica" University of Timișoara, Romania, established in 1920, is one of the best known technical universities from Central and Eastern Europe. The University has gained its well-deserved reputation for excellence due to its academic programs, research, support given to students, employability record of students in the country and abroad, as well as its physical environment.

Within 10 faculties, 4 independent departments, training centres, benefiting from the support of 850 academic staff and educational and research infrastructure comparable to prestigious European universities, following the Bologna system the 15.000 students are trained within more than 100 study programs in Romanian, English, French. Large multinational companies and SMEs in the region benefit from the expertise of the Politehnica University graduates.

Involved in multidisciplinary research, giving priority to new technologies and excellence, Politehnica University is a key actor in Romanian scientific research, with remarkable results on the national and international level.

Also, the modern campus provides 5.500 accommodation places in modern rooms, outstanding sports facilities, eating places, entertainment facilities.

One of the main priorities is represented by furthering international collaboration; co-operation agreements with more than 100 universities from Europe, the USA, Canada, Asia, academic exchanges, collaboration within European programs and projects are all aimed at continuing the high reputation of the initial Politehnica School of 1920.

### The Centre for Terminological Information and Research

The Centre for Terminological Information and research, developed within the Department of Computer Science and Information Technology at "Politehnica" University of Timișoara, Romania, aims at: providing information – in English and Romanian – on computer science terminology and terminological resources, supporting the creation and publishing of high quality terminology within the computer science department and promoting terminological research in computer science and related fields.

**Website:** <http://dsplabs.cs.upt.ro/cms/sites/cict/index.php>

### TermNet becomes ACUNS Member

In view of the ever increasing imperative of recognition and management of linguistic, cultural and other forms of diversity within the international policy arena and the global agenda, TermNet expands its cooperation with organizations in this field. It has therefore become an organizational Member of the Academic Council of the United Nations System (ACUNS) in early 2010.

ACUNS is a professional association of educational and research institutions, individual scholars, teachers, and practitioners active in the work and study of multilateral relations, global governance, and international cooperation. ACUNS focusses special attention on the programs and agencies of the United Nations system and other intergovernmental and non-governmental organizations that play a role in managing common problems on the global agenda.

The Annual Meeting 2010 took place in Vienna from 3-5 June with the motto „New Security Challenges”. TermNet, in cooperation with the UN Studies Association, organized a free 3-day workshop on „**Diversity and Global Understanding**” (31 May – 2 June) in cooperation and as a pre-conference event to this Annual Meeting.

**Source:** <http://www.acuns.org/>

## Managing Diversity in the Global Arena



## TermNet Members' Products and Activities



### EFT SUMMIT 2010

TermNet member, the European Association for Terminology (EFT) celebrates its 5th Terminology Summit from 12 - 13 November 2010 at the Károli Gáspár University in Budapest, Hungary

*"We all know that we are living in a very economically, socially and environmentally troubled and changing world where the media play a leading role. Every day we can see the emergence of new ways of communicating although their attendant issues and functioning may not yet be clearly identified. Some would consider that "the Community" is the only owner of knowledge, and especially communicative and linguistic knowledge. So, one could wonder how terminologists could grasp the quality flag in order to command respect regarding their know-how and their practice and be recognized as the real base of all knowledge in our global and multipolar society."*

TermNet will be represented with the topics terminology, industry and business.

**More information about this conference, program and registration at:** [talknyelvport.nytud.hu/summit-2010](http://talknyelvport.nytud.hu/summit-2010)

### Language experts from over 25 countries to gather at New Delhi during the International conference on translation and cross-cultural studies

After having created its first benchmark in the Indian Translation Industry by successfully organizing its 1st National Conference in April 2009, which witnessed the presence of more than 150 language professionals and academicians from across India, the Indian Translators Association (ITAINdia) and LINGUAINdia are all set to create their next benchmark through the International Conference on "Role of Translation in Nation Building, Nationalism and Supra-nationalism" to be held from 16-19 December, 2010 at Instituto Cervantes, 48, Hanuman Road, Connaught Place, New Delhi.

**More information at:**  
<http://www.itaindia.org/itaindia2010.php>

### European Seal of e-Excellence Opens Applications for 2011

Applications for the European Seal of e-Excellence for 2011 are now open to recognize ICT and digital media companies worldwide which have an excellent track record in the marketing of innovation.

The period to apply for the European Seal of e-Excellence officially opens on 1 September 2010, and nominations will be received until 31 December 2010. Interested companies may apply online at: <http://www.seal-of-excellence.org/>



### American Translators Association (ATA) 51st Annual Conference

**The American Translators Association (ATA) organized from 27th - 30th October 2010 in Denver, Colorado, its 51st Annual Conference. The perfect opportunity to...**

**Connect** with over 1,500 translators and interpreters from throughout the U.S. and around the world at the many events and networking opportunities provided that are necessary for your success.

**Learn** from over 150 educational sessions featuring more than a dozen languages and a variety of specializations offering professional development specific to your needs.

**Enjoy** spending time with friends and colleagues—meeting new ones and reuniting with others—during the variety of activities that are just for fun!

**More information about this event at:**  
<http://www.atanet.org/conf/2010/index.php>

**ATA is TermNet member since 2009.**



## TermNet Members' Products and Activities

### Eugen Wüster Prize 2010 awarded to Sue Ellen Wright and Klaus-Dirk Schmitz

The Eugen Wüster Prize (EWP) 2010 has been awarded to **Prof. Sue Ellen Wright Ph.D.** and **Prof. Dr. Klaus-Dirk Schmitz**.

The prize is one of the most prestigious awards in the field of terminology and awarded every second year by a consortium of institutions to outstanding individuals of our profession. It is named in honour of Eugen Wüster, the leading figure and pioneer of terminology science. This year it went to two of the most well-known terminology scientists who have both individually as well as in joint efforts advanced study as well as applications of terminology management in research, teaching and economy.

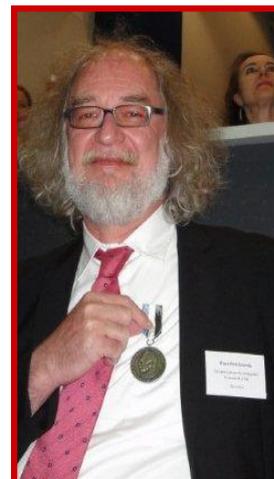
In his laudatio, Prof. Dr. Gerhard Budin highlighted some of the most outstanding of the numerous achievements of the laureats:



*Prof. Sue Ellen Wright*

**Sue Ellen Wright** is Professor of Modern and Classical Language Studies at the Kent State University Institute for Applied Linguistics. As a recognized international terminology expert, she is active in the national and international standards community. In addition to the standardizing activities, her publications include numerous articles in the field of terminology management and translation studies, edited books in these areas, and Volumes I and II of the Handbook of Terminology Management, compiled together with Prof. Dr. Gerhard Budin of the University of Vienna, Austria.

**Prof. Klaus-Dirk Schmitz**, long-term president of the Infoterm Executive Board (2001-2009) started his academic career in ambitious research projects on Machine Translation and Translator's Workbenches. Prof. Schmitz is Vice-President of the German Association for Terminology (DTT), Secretary-General of the Association for Terminology and Knowledge Transfer (GTW – of which he has been President from 1991 to 1997).



*Prof. Klaus-Dirk Schmitz*

He was also President of the Council for German-Language Terminology (RaDT – 1994 to 2004). Being an expert of terminology theory and applications, metadata, ontologies, localization (of software, catalogues etc.), database design and data modelling methods and techniques, his teaching and research activities focus on terminology theory and terminology management as well as on software localization and computer tools for translators. As a frequent organizer of and participant in terminology management and software localization seminars, workshops and road shows, he has been able to considerably enhance the role of terminology and its applications in education, business and many other fields, throughout the world.

The Prize is awarded on behalf of **Infoterm, the Center for Translation Studies of the University of Vienna, the Department of Planned Languages and Esperanto Museum**. It is co-sponsored by the **City of Wieselburg** and **the International Institute for Terminology Research**.

**For more information about the prize, please see** [http://infoterm.info/activities/terminology\\_awards.php](http://infoterm.info/activities/terminology_awards.php)

### Towards European Co-operation among Information and Knowledge Professionals

German Society of Information Science and Information Practice/ Deutsche Gesellschaft für Informationswissenschaft und Informationspraxis e.V. invited professionals and organizations from all over Europe for a first brainstorming meeting on how a better networking and coordination could be achieved and whether it is indeed wanted with the occasion of the Frankfurt Book Fair, 9. October 2010.

DGI had randomly selected organizations it had found potentially interested and only a few had followed the invitation to come to Frankfurt. TermNet presented its international network of members, ongoing projects, products and events.

## TermNet Members' Products and Activities

### „Tag der Terminologie 2010“ - „Terminology Day 2010“ in Austria

**Terminology** and **TermNet - the International Network for Terminology** strongly represented at the **13th Austrian Online Information Meeting, 14th Austrian Documentation Day**



## ODOK 2010

**Access to Knowledge and Information Competence for all?**



**22-24 September 2010, Leoben/ Styria, Austria**

A terminology day was organized by TermNet on the occasion of the ODOK Conference. Representatives and Members of TermNet presented and discussed various aspects of policies, management and applications of terminology and information. TermNet contributed also to the issue of information competence. Terminology competence is a very fundamental part and of information literacy and terminology management facilitates the dealing with information and the management and exchange of knowledge through communication in one or across languages. Information professionals therefore need to be familiar with knowledge and awareness for the strategic importance and the management of terminology.

ODOK is the joint conference of the VÖB (Vereinigung österreichischer Bibliothekarinnen und Bibliothekare, Association of Austrian Librarians) and the ÖGDI (Österreichische Gesellschaft für Dokumentation und Information, Austrian Society for Documentation and Information). The conference is held every two years and dealt mainly with the financing, development and management of electronic media as well as relevant developments in information and knowledge society. Held from 22-24. September 2010 at the Montan University of Leoben, it's motto was "Access to knowledge and information literacy for all?".

<b>Terminologearbeit – Bedeutung und Anwendungsbeispiele</b> Moderation: Hermann Huemer
<i>Klaus Mak, Hans-Christian Pilles :</i> Terminologearbeit und Dokumentation und der Einsatz von »ProTerm«-Terminologieanalysemodulen
<i>Georg Löckinger, Verena Bleich:</i> Die Bedeutung der Terminologearbeit und ein Anwendungsbeispiel von Terminologieextraktion mit »ProTerm«
<i>Anja Drame:</i> Terminologiestrategien zur Unterstützung von Kommunikation und Effizienz im nationalen und internationalen Kontext
<i>Doris Kogler:</i> Dokumentare im Informationszeitalter – eine literaturbasierte Standortbestimmung
<i>Verena Pirnbacher:</i> Terminologie- und Wissensmanagement am Beispiel der Strategic Business Unit ITS der AVL List GmbH

**More information at:** [www.odok.at/2010/en](http://www.odok.at/2010/en)

### UNESCO – TermNet study on Information literacy in Austria published

In cooperation with the Information Literacy IFAP Working Group of the Austrian Commission for UNESCO, TermNet carried out a study on the state of information literacy in Austrian schools. Questionnaires inquiring about behaviour and beliefs with regard to the use of the Internet were sent to pupils of various age groups, their parents and teachers. Almost 700 of these questionnaires were returned completed. The survey results show that the Internet is already an integral part of information gathering, particularly among students. However, all three target groups show considerable uncertainties in dealing with it. The detailed project results were published in October 2010 in German with the support of Bertelsmann AG. They are circulated free of charge. To obtain one or more copies of the study, please contact Dina Yanni ([projects@termnet.org](mailto:projects@termnet.org)).

## TermNet Members' Products and Activities

### Montific - ECQA Joint Conference 2010: A success in presenting and disseminating ECQA CTM results and strategy for the future

The **Montific - ECQA Joint Conference 2010 (The Current Financial Crisis and Competences to Address Problems on the European Market)** took place from 31. September to 1. October in the Budapest Business School.

The topics of the conference days were going around the relevance of good governance and innovation practices necessary for survival in turbulent economic conditions. Highly reputed experts from many different domains, representing wide range of organizations from public sector to automotive industry, from large companies to small enterprises met for 2 productive days of panels, conferences and round tables where outcome and results were presented.

The ECQA (European Certification and Qualification Association) is the result of a number of EU supported initiatives in the last ten years where in the European Union Life Long Learning Program different educational developments decided to follow a joint process for the certification of persons in the industry.

TermNet cooperates with ECQA developing the professional ECQA Certified Terminology Manager, an EU-wide recognized person certification. Through the ECQA it becomes possible to attend courses for a specific profession and perform a Europe-wide agreed examination at the end of the course. The certification scheme and skill card for ECQA CTM has been developed by TermNet together with a consortium of international terminology experts, including TermNet Members Institute for Information management (IM, Cologne University of Applied Science), the Centre for Translation Studies (University of Vienna) and Universitatea "Politehnica" din Timisoara.

On the 1. October with occasion of the **Montific - ECQA Joint Conference 2010**, TermNet presented the last results and future perspectives in the ECQA CTM developing strategy and cooperation plan, reporting about the first certificates issued, the feedback received from the international community and the future plans for other products (ECQA CTM - Advance and further modular specific courses and certification schemes adapted to relevant sectors, as for example, the automotive sector, health services or military applications).

**More information about this conference at:**

<http://www.conference2010.ia-manager.org/>

**Proceedings of the MONTIFIC Project at the Conference:**

[http://training.ia-manager.org/file.php/1/MONTIFIC\\_Book.pdf](http://training.ia-manager.org/file.php/1/MONTIFIC_Book.pdf)



European Certification &  
Qualification Association



ECQA Certified

Terminology Manager - Basic

[www.ecqa.org](http://www.ecqa.org)

Improve and certify  
your skills.  
Join the European  
Pool of Experts.

Learn the basic skills  
required for creating, organising  
and managing mono-, bi- or  
multilingual terminology.

### ECQA CTM - Basic: Courses for 2011

**ECQA Certified Terminology Manager - Basic**

University of Pécs (Hungary) in April. The course will be held in German.

**Canadian Terminology Spring School**

Gatineau/Ottawa (Canada), 9-13 May 2011. The course will be held in French and English.

This two courses will be available as normal face-to-face attendance course and also as e-learning/ blended learning.

**ECQA Certified Terminology Manager – Basic – Autumn Online Course:**

The course will only be available as e-learning/blended learning online course in German, French and English.

More information about these courses at [TermNet website](http://www.termnet.org).

## TermNet Members' Products and Activities

### **In Canada a new healthcare and medical terminology project attempts to bridge the language gap**

One of globalization's many dimensions and consequences is the migration of people. Millions are now living outside their countries of birth or citizenship and the rate of migration is expected not only to remain high but to increase.

All major urban centers around the world increasingly need to deal with this reality.

A new project is to develop a multilingual Terminology Management System (TMS) to manage the terminology used in the healthcare community of Greater Toronto. According to the 2001 Census data, the foreign born population in Canada has reached over 18%, with higher proportions in metropolitan areas, such as Toronto which has reached over 43%. The system is intended to serve a dual purpose: a language tool to assist community interpreters and translators better serve the healthcare community as well as a pedagogical and research tool used in the teaching of language professionals.

The development of the database is intended to assist in the delivery of interpretation services in the healthcare sector and to promote a greater understanding between healthcare professionals and patients. The database will be designed so as to include not only the technical healthcare and medical terminology used by professionals but also the corresponding terms used in plain language for the same concept in multiple languages. This common understanding of the terminology will assist multilingual interpreters and translators to better bridge not only the language but also the knowledge barriers between the healthcare professionals and the patient. As a pedagogical tool the database and the project will be used in the teaching of terminology management and translation and in the research of language and cultural contact. The project will also serve to bridge university research with community needs.

Project partners are Lola Bendana (Healthinterpreting Network HIN), Nelida Chan and Andrew Clifford (Glendon College), and TermNet (with the expertise of our members).

It is intended to use the i-Term tool for the project.

Endorsement by the World Health Organization (WHO) has been requested.

**For more information please contact us:**

[termnet@termnet.org](mailto:termnet@termnet.org)



## Past Events

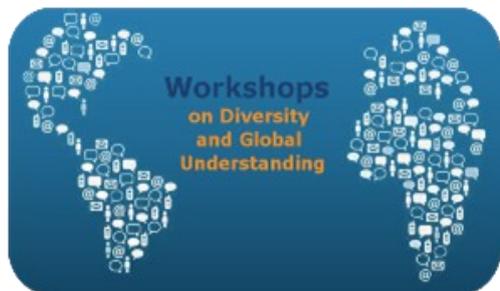
### International Terminology Summer School 2010

Although our annual summer school this year almost qualified as spring school, the interest in participation was unbroken. The training was fully booked already before Easter holidays. This year's summer school took place in May instead of the usual month of July to allow those to attend for whom finding the time during the summer months is otherwise difficult. Moreover, the May date made it possible for participants to attend the free Workshops on Diversity and Global Understanding right after TSS.

A novelty this year was the launch of the ECQA Certified Terminology Manager. Participants of TSS, and anybody who registered with TermNet in advance, were offered the unique opportunity to be the first to be certified for a very special rate. Despite all challenges and difficulties a launch of this kind brings along it was an enormous success. Since its launch more than 50 certificates were issued and we receive frequent requests from all over the world. More information: [termnet@termnet.org](mailto:termnet@termnet.org).



*Terminology get-together: TSS2010 participants during the social event*



### New challenges for the international community, pluralistic societies and peace

The Programme for the International Workshops on Diversity and Global Understanding covered aspects of diversity management that range from gender mainstreaming in organisations to terminology planning. What they all have in common is their reference to the context of peace, global understanding and the international community. The Workshops were hosted in June 2010 by the United Nations Vienna and organized by TermNet in cooperation with the UN Studies Association.

Attendance was open to everybody and free of charge. A full report and all presentations can be viewed at <http://www.workshops-on-diversity.org/>.

**The Workshop proceedings will be available from TermNet Publisher soon.**



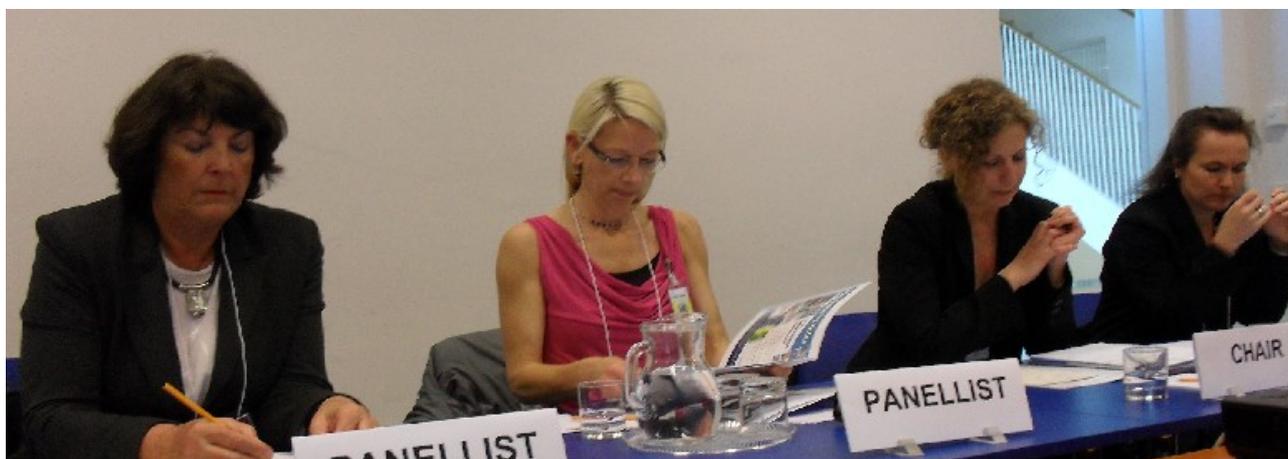
## Past Events

### Terminology, Diversity and the role of the UN

Terminology and Diversity were topics of a roundtable at the Annual Meeting of ACUNS „New Security Challenges“. TermNet, among other notable persons of public importance, like the President of the Austrian UNESCO Commission, Eva Nowotny, were part of a panel discussion to raise awareness among an international crowd of scholars and politicians about the important role of terminology, diversity management and information and communication for global peace and security and the work of the United Nations. The roundtable took place on Friday, 4 June 2010 at Vienna International Centre.



**More information at:** <http://www.acuns.org/annualmeet>



*From left to right: Dr. Eva Nowotny, President of Austrian Commission for UNESCO, Dr. Henrike Paepcke, The UN Studies Association, Dr. Anja Drame and Dr. Gabriele Sauberer, TermNet*



### Terminology Down Under

This November, TermNet set its professional foot for the first time on the Asian-Pacific region by attending the Biennial National AUSIT Conference and exhibition (5-6 November) in Fremantle, Western Australia. While sporadic contacts with members of the Australian and New Zealand language industry have persisted for quite a few years now, this conference was the opportunity to officially showcase our network's activities down under. AUSIT is the Australian Institute of Interpreters and Translators, Inc. More than 300 representatives from a wide range of applied language professions, educational institutions, government organisations and the corporate sector were expected to attend this year's event. A great opportunity for extensive visibility and many new contacts from this - in terms of terminology - so far largely uncharted region.

**More information about the event:** [www.ausitconference.org](http://www.ausitconference.org)

**We will report in the next issue of TermNet News!**

## Publications

### TermNet contributes to a new journal on International Organizations issues

The first issue of the **Journal of International Organizations Studies (JIOS)** is now fully available online:

<http://www.journal-iostudies.org/content/paper-archive>

TermNet has contributed with a report about the Workshops on Diversity and Global Understanding in Vienna in June 2010 (more about the event in this issue of TNN). The JIOS article can be downloaded free of charge here:

<http://www.journal-iostudies.org/sites/journal-iostudies.org/files/JIOS10111.pdf>

For more information concerning the journal go to the Website or contact the editor Dr. Kirsten Haack:

[editors@journal-iostudies.org](mailto:editors@journal-iostudies.org)

[www.journal-iostudies.org](http://www.journal-iostudies.org)



### Was heißt hier Migrant? (Migrant – what's that supposed to mean?)

This glossary, published by TermNet and the Austrian Commission of UNESCO for the Go4Diversity project explains 30 of the most important terms regarding migration and is a valuable contribution to the recent public debate regarding integration and migration in Austria. The booklet is only available in German. Get a free copy from [termnetpublisher@termnet.org](mailto:termnetpublisher@termnet.org).



### RaDT, the Council for German Language Terminology, releases its brochure "Knowledge, Brands and Customer Loyalty - Terminology as a Critical Success Factor"

*"For a business, value is created for the most part when employees are accountable. They recognise changes in demand and adjust products and services accordingly. A consistent, informative presentation of corporate policy and clear messages about development stages and corporate goals contribute significantly to sustained success. They are some of the most important non-financial influences on clients and analysts. Focusing on success when handling information, communication, media and knowledge is essential in order to optimise a company's organisation of work and its sales environment. This fosters knowledge and competence that results in a significant competitive advantage over the competition in the longer term. The customer's path to the product is through language. An awareness of corporate communication – and language – promotes efficient corporate management. Language becomes a strategic tool when combined with*

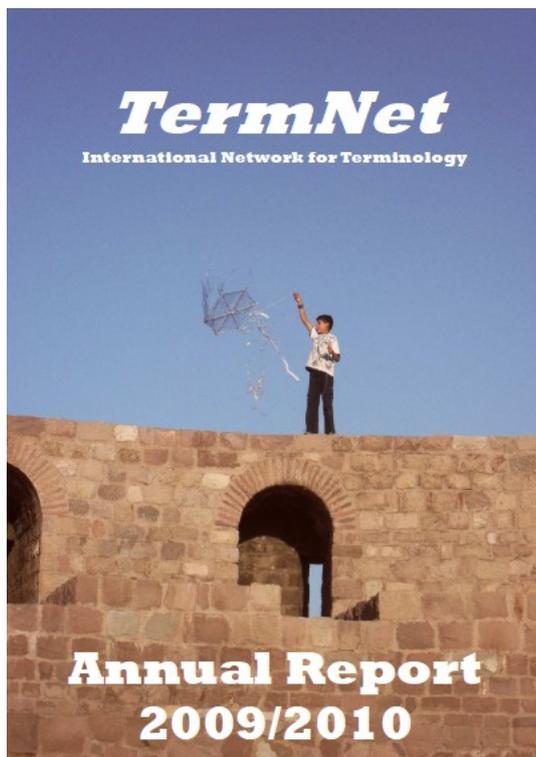
- Knowledge management
- Branding and brand protection
- Customer care and customer loyalty"

© RaDT 2010

Download the complete RaDT brochure **"Knowledge, Brands and Customer Loyalty - Terminology as a Critical Success Factor"**

The Council for German-Language Terminology ([www.radt.org](http://www.radt.org)) was created in 1994 on the initiative of the German, Austrian and Swiss UNESCO Commissions to promote terminology in German-speaking countries. It consists of a panel of experts who represent organisations, associations, administrative bodies, business and industry, and educational institutions in the field of terminology from Germany, Austria, Luxemburg, Belgium, South Tyrol and Switzerland.

## Publications



*"We are very pleased to present you our annual report with the results of all TermNet activities pertaining to networking, training, diversity, and quality and certification, and we are looking forward to a new promising year to come in close cooperation with all our TermNet members!*

*There is no knowledge without Terminology!"*

**Frieda Steurs**  
**President**

*"No doubt, the years 2009/010 represent a turning point in the history of TermNet: Since the International Network for Terminology was founded in December 1988 – with the main aim to develop a market for terminology products and services – it has never been so efficient and effective in reaching and excelling this goal. [...]*

*As Executive Secretary of TermNet, I would like to express my heartfelt gratitude to all of our members and cooperation partners who, with their untiring dedication to terminology, made this welcome evaluation result possible."*

**Gabriele Sauberer**  
**Executive Secretary**

**Download TermNet Annual Report 2009/2010:**

[http://www.termnet.org/english/about\\_us/news\\_archive.php?we\\_objectID=643](http://www.termnet.org/english/about_us/news_archive.php?we_objectID=643)

**Read more about these topics...**

### **BUILDING THE NETWORK**

- ▶ Terminology and Translation: BDÜ Conference Interpreting the Future, Berlin, Germany
- ▶ Terminology and Communication: TermTurk International Symposium - Technical
- ▶ Translation and Terminology for Cross-Cultural Dialogue, Ankara, Turkey
- ▶ Terminology and Localization: LISA Forum, Berkeley, United States
- ▶ Events, Projects and Activities Overview (2009 - 2010)

### **TERMINOLOGY TRAINING**

- ▶ TermTurk - Terminology for cross-cultural dialogue and specialized communication
- ▶ ELCAT - Innovative e-learning: content development of terminology management modules for the automotive industries
- ▶ International Terminology Summer School 2009, Cologne
- ▶ International Terminology Summer School 2010, Vienna

### **QUALITY AND CERTIFICATION**

- ▶ LICS - The Language Industry Certification System
- ▶ SAE J2450
- ▶ ECQA Certified Terminology Manager - Basic
- ▶ Annual Meeting of ISO/TC 37 Terminology and other Language and Content Resources
- ▶ TKE 2010 - Presenting terminology and knowledge engineering resources online: models and challenges

### **TERMINOLOGY, INDUSTRY AND BUSINESS**

- ▶ eCl@ss
- ▶ Multilingual ONTOlogy for Internal Financial Control - MONTIFIC
- ▶ International Multi-Conference on Complexity, Informatics and Cybernetics, Orlando
- ▶ The Council for German-language Terminology (Rat für Deutschsprachige Terminologie (RaDT))
- ▶ ExcellenceTerm

### **TERMINOLOGY AND DIVERSITY**

- ▶ IFAP - Information for All Programme of UNESCO
- ▶ Go4Job
- ▶ Go4Diversity
- ▶ UNESCO Chair on Multilingual, Transcultural Communication in the Digital Age
- ▶ Workshops on Diversity and Global Understanding
- ▶ ACUNS Annual Meeting 2010

## News



### South Africa: Stats SA terminology in all official languages

Pretoria, South Africa (Times Live): Statistics SA has developed a statistical terminology list in all 11 South African official languages, the agency says. "As the producer of official statistics, the quality of information disseminated by Stats SA depends largely on the quality of information collected," it said in a statement. Most of the information the agency collected was from different linguistic groups in the country.

**For more information, please visit:**

[www.timeslive.co.za/business/article389910.ece/Stats-SA-terminology-in-all-official-languages](http://www.timeslive.co.za/business/article389910.ece/Stats-SA-terminology-in-all-official-languages)



### English as an official language in German courts: lost in translation?

Berlin, Germany (ILO): In German courts, the official language is German. By contrast, today's language of business is mainly English. Most international contracts are negotiated and drawn up in English. In many cases, the parties are hesitant to agree on German jurisdiction. The non-German party often feels uncomfortable litigating contractual relationships established in English before a German court in German.

**For more information, please visit:**

[www.internationallawoffice.com/newsletters/detail.aspx?g=f8867ec1-f103-49b9-a2b6-aa6916974518](http://www.internationallawoffice.com/newsletters/detail.aspx?g=f8867ec1-f103-49b9-a2b6-aa6916974518)

## EU-Studie belegt: Übersetzungsbranche krisenfest

Die Sprachindustrie leidet weniger stark unter der Wirtschaftskrise als andere Branchen, so das Fazit einer Studie, die im Auftrag der Europäischen Kommission vom britischen Unternehmen The Language Technology Centre Ltd durchgeführt wurde. Die Studie, die erstmals den Umfang der Sprachindustrie in der gesamten EU untersucht, beschäftigt sich mit Übersetzen und Dolmetschen, Lokalisierung und Globalisierung, Untertitelung und Synchronisierung, technischen Hilfsmitteln, Organisation mehrsprachiger Konferenzen sowie Sprachunterricht.

Der Umsatz der Branche wird auf EU-weit 8,4 Mrd. Euro im Jahr 2008 beziffert. Dieser Betrag wird in den nächsten fünf Jahren um mindestens 10 % Prozent jährlich steigen und bis 2015 eine Höhe von 16,5 bis 20 Mrd. Euro erreichen. Damit verzeichnet die Sprachindustrie eine der höchsten Wachstumsraten in der EU.

„Die Sprachindustrie ist sowohl wirtschaftlich als auch strategisch wichtig. Wirtschaftlich wegen ihrer Größe, ihrer Widerstandskraft in der derzeitigen Krise und ganz besonders wegen ihres Entwicklungspotenzials. Strategisch, weil sie unverzichtbar ist für die Bewahrung der Identität und Kultur der Menschen und das Zurechtkommen in einer globalisierten Welt. Die vorliegende Studie zeichnet ein genaues Bild der Sprachindustrie in der EU und rückt sie in das Zentrum der Aufmerksamkeit auf dem Arbeitsmarkt“, kommentierte Leonard Orban, EU-Kommissar für Mehrsprachigkeit.

Charakteristisch für den Sprachenmarkt sind einerseits die wachsende Konsolidierung bei den Großen der Branche und andererseits niedrige Eintrittsschwellen in den Bereichen Übersetzen und Dolmetschen. Dadurch sind viele Anbieter am Markt und es entsteht ein intensiver Wettbewerb. Außerdem erfordert die Globalisierung das Übersetzen und Dolmetschen in neue Sprachen sowie innovative sprachbezogene Dienstleistungen. „Die Branche hat sich in den letzten Jahren verändert. Neue Bereiche wie Untertitelung, Lokalisierung und Editing verzeichnen ein deutliches Wachstum. Somit müssen sich die Beschäftigten des Sprachsektors neue Qualifikationen aneignen. Die Europäische Kommission unterstützt die Entwicklung solcher Kompetenzen, z. B. durch die Förderung des European Master's in Translation“, so Kommissar Orban.

Die Analyse stützt sich auf Fragebögen, die an Berufsverbände, nationale Behörden, Einzelpersonen, Anbieter von Sprachdienstleistungen sowie Sprachendienste verschickt wurden. Es gingen mehr als 1.000 Antworten ein. Die Studie umfasst auch länderspezifische Faktenblätter zu allen analysierten EU-Mitgliedstaaten.

**Text der Studie** (426 Seiten, liegt nur auf Englisch vor)

[Text: GD Übersetzung. Quelle: Pressemitteilung GD Übersetzung, 2009-11-27. Bild: EU.]