

# CASE STUDY FEDEX

## About FedEx:

FedEx Corporation, originally known as Federal Express, is an American global courier delivery services company headquartered in Memphis, Tennessee. The name “FedEx” is a syllabic abbreviation of the name of the company’s original air division, Federal Express, which was used from 1973.

FedEx provides customers worldwide with a broad portfolio of transportation, e-commerce and business services. They offer integrated business applications through operating companies competing collectively and managed collaboratively, under the respected FedEx brand.

## Descriptions & Requirements:

FedEx is made up of more than 290,000 team members from various walks of life world widely. Their diverse workforce, supplier base and supporting culture enable FedEx to better serve our customers and compete effectively in the global marketplace.

One of means to improve their services, they will ask their employees to give their feedbacks and opinions on bettering their work in all the aspects. And we CCJK have been asked to translate all the feedback documents of their Chinese branches into English so it could be presented to the American headquarter and understood by them.

## Our Services



Document Translation Services



Interpretation Services



Desktop Publishing Services



Video Translation Solutions

The key for this project is fast. We are required to translate over 50,000 Chinese characters within 36 hours. And of course, the quality cannot be compromised due to the tight schedule.

### **The CCJK SOLUTION:**

1, After getting the job from our client, CCJK immediately assign it to our most skilled and fast Chinese to English translators and proofreaders. Also, even the time is limited; we still must strictly follow the quality guidelines of American Translators Association (ATA) and make sure every translation to be edited by a second linguist and proofread by a third party to assure the best quality.

2,CCJK created a new TM for the further use of incoming projects. It is an effective way to maintain translation consistency. When made a new TM, we applied SDLX to align the translations and finally imported the TXT file into the new TM.

### **CCJK 's ISO Certified Quality Assurance:**

In May, CCJK has been authorized with the certificate of ISO 9001:2008 quality management system successfully, after 5 months of strict training and auditing! We promise to follow the solid quality standards and assurance system of ISO, endeavor in adding extra value to your projects!

For all projects, we'll run a strict TEP (Translation, Editing & Proofreading) process, to make sure of the highest quality. That is, we'll assign not only one translator, but at least 3 linguists to the project: translate from scratch by a linguist, then pass the translated documents to another editor for reviewing, and finally to a 3rd proofreader for polishing.

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QA Report and Query: All translators and reviewers should complete this in their everyday work, to seek for help from clients and interact with the clients, especially with our QA Report Mechanism (QA Report v1.xls), which is an automatically assessing system, so both the client and CCJK will judge the translation quality intuitively.

CCJK provides quality English to Chinese Translations and Chinese to English Translations for various industries and purposes. Other Chinese language combinations are also available upon request.

Whether you require translation of legal documents, medical documents, financial files or anything else, CCJK can provide you with the most experienced translators ensuring that you are able to effectively communicate with your Chinese customers.

Request a free quote for your translation needs. Please feel free to contact Grace at [grace.deng@ccjk.com](mailto:grace.deng@ccjk.com).

## Our Services



Document  
Translation Services



Interpretation  
Services



Desktop  
Publishing Services



Video  
Translation Solutions