



TOTAL

CASE STUDY

Total Petrochemicals, one of the world's leading petrochemicals companies, does business in all continents. The company has its head office in Brussels (Belgium) and employs nearly 6,000 people worldwide.

Its main product is polymers, which are used to make a host of plastic products that are indispensable to daily life in today's world.

Total Petrochemicals brings together all of the Total Group's petrochemicals activities and helps to valorise hydrocarbon derivatives – naphtha, butane and distillates – mainly produced by the Group's refineries.



KEY BENEFITS

- Compliance on REACH rules in all operating countries
- Reinforced HSE image within Total
- Optimized Budgets

CONTEXT

Total Petrochemicals had to translate all REACH (Registration, Evaluation and Authorisation of Chemicals) related documents such as exposure scenarios and technical descriptions.

The updates and source documents had to be translated into 23 languages. The volume of source content was about 300,000 words.

Quality and terminology management was of prior importance as the content is highly specialized and any errors in the translation could result in a serious impact on Total's employee's health.

SOLUTION

Total Petrochemicals has been relying on Lexcelera for the translation and updating of its REACH-related documents for the last 3 years.

Due to the high specialization of content, the increased number of languages and the quality requirements set at the beginning of the translation, Lexcelera was committed to providing outstanding customer service as well as translation management. A dedicated project team was put in place, including a Project Manager, a Vendor Manager and a Quality Coordinator. During an initial kick-off meeting, the project team analysed, defined and agreed on the necessary linguistic resources, the Quality Plan and the Risk Analysis.

Further, Lexcelera identified, tested and recruited a team of 2 linguists for each language (46 translators in total). In parallel, Lexcelera designed a domain glossary for each language, based on Total's previously translated documentation.

During the translation phase, Lexcelera used Machine Translation Technology combined with full human post-editing and a second full review by a third party was also added to this process. Lexcelera also applied its automated internal quality control on the terminology used.

RESULT

Resource Management and Quality management were the keys to success!

- Lexcelera successfully handled **6,900,000 words within 3 months**
- All translation were validated by Total Petrochemicals' local offices
- All languages were delivered in a timely manner