

## CELEBRATING 34 YEARS

FLS, Inc., a small business and women-owned, is located in Huntsville, Alabama. It was established in 1979 to answer a vital need in this growing, high-tech community - that of communication from and into foreign languages.

In 1994, FLS, Inc., in its 15th year of business, was honored by being presented the Small Business of the Year award in the Business Services Division by the Huntsville/Madison County Chamber of Commerce. This award recognized FLS' perseverance, its growth and its potential. Over the years the two owners, Judith Smith and Caroline Myers, have successfully directed the company's steady growth. In 2009, Mrs. Smith retired, although retained ownership, and Mrs. Myers has assumed responsibility for the company's operations.

In 2011, FLS became a Certified Women-Owned Business under the auspices of the Women's Business Enterprise National Council (WBENC), recognized by the SBA as a certifying body.

Since the inception of the company, an important source of business has been translation services for the U.S. Government. FLS has maintained steady growth in the private sector as well, and sales have expanded to companies throughout Alabama, the southeast and nationwide.

FLS has a reputation for providing accurate translations at competitive rates within a required time frame - the need for immediate communication by all our customers is the recognized standard of the industry and therefore the goal of FLS.

## PROFESSIONAL TEAMING

FLS' team approach brings together the best resources in the translation industry: professional translators who are knowledgeable about the subject translated and who are native speakers of the target language; editors who are excellent linguists and also translators; desktop publishers who produce a finished, polished, professional product; and management who provides support to the entire team and interfaces with the customer. Thus, teaming allows the best utilization of resources and assures consistency to the client. The final product is always one that says what it is supposed to say.

FLS uses many recognized translation tools; these tools are effective in development of customer glossaries and maintaining a consistent, accurately translated document.

FLS also takes advantage of opportunities to team with other companies, combining our linguistic expertise with such fields as engineering or software development, thus enabling us to better serve our customers.

## ASSURANCE OF QUALITY

We are acutely aware of our clients' need for accuracy, and it is our priority. FLS selects qualified professionals to translate and edit, individuals who have a proven ability to handle demanding tasks, both from the standpoint of subject matter and turnaround time. In addition, for each on-going contract, a quality assurance plan is developed. Every translation is submitted to quality assurance review, meaning a thorough review of the document by an editor and a final proofreader.

In 2010, FLS went a further step in quality assurance; we developed a quality management system that is in compliance with applicable clauses of current versions of ISO 9001, EN15038, ASTM F2575 & ASTM F2089, international standards.

The more salient test of our quality has been the number of satisfied customers, who have repeatedly chosen FLS as their translation source! References are available upon request.

## TRANSLATION SERVICES

FLS, Inc. offers customers a complete spectrum of translation services from semi to highly technical, in over eighty languages.

Capabilities include technical translation from and into the foreign language in industrial, health and human services, legal and business sectors. The ability to translate is an acquired skill and involves a detailed knowledge of source and target languages, a native ability in the target language, extensive study of languages and translation at the university level and technical background and experience. FLS uses experienced, professional translators, all of whose backgrounds include these components.

Translators on call to FLS are located all across the country, Canada, Mexico, and increasingly across the world. Communications via e-mail and internet systems link FLS to its translators and thus shorten turnaround time. FLS is a corporate member of the American Translators' Association

Now well into the twenty-first century, the technology of the industry advances as never before. FLS and its translators are equipped with the latest computer hardware and software suited for word processing, desktop publishing, terminology management and communications.

FLS' staff strives to live by three *Core Values*: we are committed to *Excellence* in our work; *Professionalism* in our relationships; and good *Communication* by representing our clients in speaking the language of their customers, both through written translation of company literature and in oral interpretation.

## INTERPRETING SERVICES

FLS provides interpreting services to those companies who need to communicate with customers or clients in another language face to face or via telecommunications. Simultaneous interpreting and consecutive interpreting are both available. Temporary and long term assignments at company sites and conference interpreting are all part of FLS' capabilities. FLS can also arrange for wireless equipment in various configurations to best meet the customer's needs.

Frequently FLS provides placement services for companies needing bilingual expertise. Whether a technical interpreter is needed, or a bilingual office administrator, FLS uses wide spread resources to find the right person.

## TRAINING: ESL & FL

FLS, Inc. offers training in foreign languages and English as a Second Language to corporations and individuals. Courses are customized - whether the need is intensive training or enhancement of language skills. Classes are taught by trained instructors at FLS' facilities or at the client's offices.

## CURRENT GOVERNMENT CONTRACTS

FLS, Inc. has a long and successful history translating for the United States Patent and Trademark Office. In July, 2012, FLS began its third five-year contract for this agency. This high volume contract requires translation of millions of words annually with an emphasis on fast delivery and technical accuracy. The primary language requirement is Japanese to English with other European, Slavic and Asian languages well represented.

FLS has been awarded a third multi-year contract with the State of Alabama Department of Human Resources to provide interpreting services, primarily Spanish, to all the DHR offices throughout the state's 67 counties.

The Superior Court of Maricopa County, Arizona, relies on FLS' services for translation into Spanish of many forms and instructions related to domestic or legal issues; translations are then placed on the county's website. In January, 2012, FLS was awarded a third 3-year contract to provide these services.

FLS' has performed translation and interpretation for many other government customers, including: the U.S. Department of Army; US Defense Language Institute; Wright Patterson AFB; U.S. Peace Corps; U.S. Department of Agriculture; Kirtland AFB; Aberdeen Proving Ground; NASA/Marshall Space Flight Center; U.S. Aviation & Missile Command (AMCOM); National Geographic Intelligence Agency; State of Maine; Department of Veterans' Affairs, CO and many more.

## CORPORATE CUSTOMERS

FLS, Inc. serves many corporate clients, privately held small businesses and individuals in need of translation or interpreting. Working in over eighty languages, translation and interpreting have encompassed technical subject matters in the Industrial, Legal, Health and Human Services, and Business sectors. Increasingly, our clients are located across the country, with the largest concentration in the southeastern United States.

Legal: Translating Patents, Arranging Depositions and Court Interpretation, handling Certified Translations of personal documents; translation of complaints, wills, adoption papers.

Health and Human Services: Translation and Interpretation for hospitals, schools, clinics; Translation of IEPs and newsletters, human resource forms, medical and health related forms and brochures and safety manuals.

Industrial: Multilingual translation of technical manuals and documentation in an array of technical fields. Handling of layout in desktop platforms. Specialty handling of Asian and Mideastern languages.

Business: Translation of business cards, specifications, brochures and manuals; communicating through interpretation at business meetings and conference calls. Voiceovers of marketing or training materials.

Walk Ins: FLS serves individuals needing certified translations of personal papers. In so doing, we serve our community and its citizens.



*"Experts in Translation and Interpretation"*

**[www.FLStranslation.com](http://www.FLStranslation.com)**