



Key aspects of successful operations in LSP

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LSP is ...





Why QMS with process approach?

- **[Quality] Management System** provides an excellent framework to build a client oriented service company that provides consistent result of required quality.
- **Process approach** puts together all different departments and activities and makes them work together in consistent and productive manner.



Production / Projects

- Dedicated **Project Management System** with TMS/CAT integration **Vital**
- Live project **Specifications** for repetitive projects / accounts **PM efforts** ↓
Job quality ↑
- **Automated project creation** from HO mail or direct sync with clients' PMS **PM efforts** ↓
- Using **CAT tools** and **Machine Translation**
Translator performance ↑
Job quality ↑



Production / Projects 2

- **Autosuggestion of suitable vendors for a project** **PM/VM efforts** ↓
- **Automated vendor inquiry / Heads up / Hand off / Hand back** **PM/VM efforts** ↓
- **Live project Specifications for vendors by service type**
PM efforts ↓
Project quality ↑



Human Resources, Vendor Management

- **Auto Experience tracking** **HR/VM performance** ↑
- **Auto Performance tracking** (job quality, communication, timeliness) **HR/VM efforts** ↓
- **Auto Qualification & Assessment** **HR efforts** ↓
- **Job history / statuses / POs** **Vendor loyalty/confidence** ↑



CRM, Sales & Marketing

- Automated customer satisfaction survey

Client loyalty/confidence ↑



Accounting

- Automated vendor Self-invoicing

**Vendor
loyalty/confidence ↑**



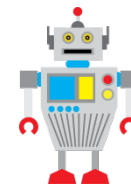
IT infrastructure

- **Virtualized on-premise Servers** for easy backup/load balancing **Server/service management** ↑
- **Cloud file exchange system** for clients/vendors **Client/vendor loyalty/usability** ↑
- **Helpdesk** **Employee loyalty/usability** ↑



What will drive the future of LSP

- **Integration of data exchange** between systems and tools (TMS, PMS, CAT, MT, billing, file exchange, etc)
- **Automation of tasks** to leave to human only tasks that require complex decision making. Using neuro networks / deep learning for statistics/experience-based decisions
- **Project Management by exceptions** (no exceptions = fully automated management)
- More usable **Machine Translation** output



Questions?

