

Contents

Special Acknowledgement	3
Why We Conduct the Survey	4
Methodology.....	4
I. Ownership.....	5
1. Shareholder Control and Management	5
2. Family-Owned Companies.....	5
3. Disadvantaged Businesses.....	6
4. Set-Aside Contracts.....	6
5. Number of Years in Business.....	6
6. Memberships in Professional and Industry Associations	7
II. Labor.....	8
7. Staffing Totals.....	8
8. Staffing by Position	8
9. Employee Compensation	9
10. Sales Personnel Compensation.....	11
11. Executive Compensation	11
12. Employee Benefits	12
13. Contractors (Freelancers).....	13
14. Security Clearances	13
III. Mergers and Acquisitions	14
IV. Finances.....	15
15. Revenue and Profit.....	15
16. Revenue by Service	15
17. Translation and Localization Revenue by Service Category	16
18. Interpretation Revenue by Service Category	16
19. Project Management Fees	16
20. Revenue by Client Industry Sector.....	16
21. Interpretation Revenue by Venue.....	17
22. Revenue by Language Group	17
V. Expenses.....	18
23. Expenses by Category	18
24. Capital and Office Expenditures	18
25. Marketing and Advertising Expenses.....	19
VI. Technology	21
26. CAT and TM Tools	21
27. Localization Tools.....	22
28. Word-Counting Software.....	22
29. Machine Translation Software	23
30. Project Management Software.....	23
31. Quality Assurance/Quality Control Software	24
32. Additional Software	24
VII. Quality Management.....	25
33. ISO Certification.....	25
34. Quality Control	25
VIII. Pricing.....	26
35. Translation Rates (client's rates) from English.....	26
36. Translation Rates (client's rates) into English	26
37. Translation Rates (subcontractor's rates) from English.....	27
38. Translation Margins (mark up on translator's rates)	27
39. Fuzzy Matching	27
40. Telephone Interpretation Rates (per minute)	28
41. Consecutive Interpretation Rates (per hour)	28
42. Simultaneous (Conference) Interpretation Rates (per day)	29
43. General.....	29