

IN-DEPTH ROOT CAUSE ANALYSIS LEADS TO SERVICE THAT EXCEEDS EXPECTATIONS

See How iLen’s RCA System
Reinvents the Value of
Localization Services

ROOT CAUSE ANALYSIS

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**OTD: 99.33% for February, which is a new all-time high.
Congratulations! Feedback on quality: Only 2 internal instances of
non-compliance were found in February. There were no client rejections.
And the % data was the best of all time. Brilliant job, team!**

This is the feedback on our monthly performance from one of iLen’s major clients on about 1,000 projects completed in February 2025. Feedback like this doesn’t happen by chance – it’s thanks to the RCA culture that continues to create value and is practiced by all of us at iLen.

There was a time when production staff tended to blame problems on factors such as “human negligence” or “time constraints”. Not getting to the heart of the matter often led to recurring problems. This prompted us to focus on creating an RCA culture at iLen, and through frequent presentations and continuous case studies, we have succeeded in implanting RCA DNA in the hearts and minds of every person at iLen.

Nowadays, iLen’s cross-functional RCA team treats every problem as an opportunity for improvement. After the problem occurs, the production staff review the operational process, while the project manager reviews the points of breakage in the collaboration chain. Together they use the 5-Whys technique to trace the root cause of the problem and confirm the effectiveness of the solution through inter-departmental collaboration. When we discover problems and deficiencies in our processes, technology, tools and personnel

through RCA, we implement optimization and training in a targeted manner, which leads to effective improvement.

We know that this ability to shift from treating the symptoms to treating the root cause is difficult for freelancer-dependent service providers to replicate. Restricted by the cooperation model and blurred boundaries of responsibility, fragmented outsourcing teams have no incentive to participate in in-depth reviews, and there are also a lack of institutional safeguards for cross-functional collaboration, which often turns RCA out to be a mere formality.

Therefore, while many competing companies are reducing their localization costs by increasing their proportion of freelancers, iLen has chosen a different path – relying on a full-time team as the company’s cornerstone and deep collaboration as its growth engine. We always believe that true value comes from professionalism and responsibility. By choosing iLen, you are not only choosing a service provider, you are choosing a partner for continuous self-innovation. Take advantage of our in-depth RCA DNA to help you stay one step ahead in your globalization endeavors!

EMBRACING DYNAMISM AND BRAVELY WELCOMING CHANGE



On the eve of the Spring Festival, iLen’s annual meeting was held in Shenzhen, Chengdu and Changsha. Managing Director Anderson and Operations Manager Windy expressed their sincere gratitude to all employees for their hard work over the past year. They also delivered a New Year’s message: asking everyone to work with the company to understand and embrace industry changes and always keep up with the times. At the annual meeting, iLen recognized those who excelled in 2024. Sara



from the Language Department and Lucas from the Engineering Department were once again awarded the title of “Outstanding iLen Employee”, while Nina and Niki from the Engineering Department and Nicole from the Project Management Department won the “Outstanding Progress Award”, therefore becoming models for everyone to learn from.

At iLen, employees from different generations join the team with distinct values, work habits and ideas about life, and the generational



differences are clear to see. But whether they are newcomers or experienced veterans, they all inherit iLen’s excellent culture and can find their own stage to fully display their talents. The people of iLen are always full of dynamism, always ready to tackle change and challenges, and continue to write new chapters in iLen’s exciting story!

Services Provided

- Document Translation
- Machine Translation Post-Editing
- Transcreation
- Game Localization
- Software Localization
- Website Localization
- Multimedia Localization
- Multilingual Desktop Publishing

Our Main Language Pairs

English into Target Languages

Simplified Chinese	Indonesian
Traditional Chinese	Malay
Japanese	Vietnamese
Korean	Tamil
Thai	

Source Languages into Chinese

German	Korean
Spanish	Japanese
French	

Chinese into Target Languages

English	Korean
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CAT Tools

SDL Trados Studio	MemoQ
Memsources	XTM
Catalyst	Passolo
Wordfast	DejaVu

DTP Applications

Adobe InDesign	Microsoft Word
Adobe FrameMaker	Microsoft Powerpoint
Adobe Illustrator	Microsoft Excel
Adobe Photoshop	Microsoft Publisher
Adobe LiveCycle	Coral Draw

Engineering Tools

Adobe After Effects	Articulate Storyline
Adobe Audition	Articulate Studio
Adobe Captivate	Dreamweaver
Adobe Flash	Lectora Inspire
Adobe Premiere	Madcap Flare
Adobe RoboHelp	Subtitle Workshop

Quality Certificates



Office Hours

9AM - 6PM GMT+8
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