

FULL POST-EDITING SERVICE SHEET

What is it?

- Improvement of machine translation (MT) output to produce a translation fit for purpose with respect to accuracy, fluency and terminology
- A full post-edited translation is comparable to a human translation

How does it work?

2 components: Premium / Customised Machine Translation output suitable for post-editing, Full Post-Editing:

- The post-editing project is assigned to one native professional linguist who has full post editing and subject matter expertise and experience working for the industry and on similar content
- We follow general client requirements and project-specific instructions as per service-specific briefing guidelines
- The post-editing project is processed in our Translation Management System
- The file format and content are processed according to our <Standard File Filtering> service

Quality and scope of service

High-level Error Categories

| | | | |
|-----|-------------------|---------------------------|--|
| DQF | Accuracy | Addition | |
| | | Improper exact TM match | |
| | | Mistranslation | Ambiguous translation |
| | | Mistranslation | Mistranslation of technical relationship |
| | | | Overly literal |
| | | Omission | Omitted variable |
| | | Untranslated | |
| | Locale Convention | Address format | Postal code |
| | | Date format | |
| | | Currency format | |
| | | Measurement format | |
| | | Shortcut key | |
| | | Telephone format | |
| | Design | Length | |
| | | Local formatting | |
| | | Markup | |
| | | Missing text | |
| | | Truncation/text expansion | |
| | Fluency | Character encoding | |
| | | Grammar | |
| | | Inconsistency | Inconsistency with external reference |
| | | Link/cross-reference | |
| | | Punctuation | |

| | | | |
|--|-------------|--------------------------------------|----------------------|
| | | Spelling | |
| | Terminology | Inconsistent with termbase | Company termbase |
| | | Inconsistent with use of terminology | Third-party termbase |
| | Verity | Culture-specific references | |

Source: The harmonised DQF-MQM error typology

For a granular view of these error categories and error types, refer to the service Annex <Harmonized DQF-MQM Error Typology>. The annex provides a detailed description of each error category including definitions and examples.

High-level Error Category Weight

| | | |
|-----|-------------------|---------------|
| DQF | Accuracy | Multiplier: 2 |
| | Fluency | Multiplier: 1 |
| | Terminology | Multiplier: 1 |
| | Locale convention | Multiplier: 1 |
| | Verity | Multiplier: 1 |
| | Accuracy | Multiplier: 2 |

Error Severity Levels

| Severity Level | Definition | Multiplier |
|----------------|--|------------|
| Minor | Errors that don't lead to loss of meaning and wouldn't confuse or mislead the user but would be noticed, would decrease stylistic quality, fluency or clarity, or would make the content less appealing. | 1 |
| Major | Errors that may confuse or mislead the user or hinder proper use of the product/service due to significant change in meaning or because errors appear in a visible or important part of the content. | 5 |
| Critical | Errors that may carry health, safety, legal or financial implications, violate geopolitical usage guidelines, damage the company's reputation, cause the application to crash or negatively modify/ misrepresent the functionality of a product or service, or which could be seen as offensive. | 10 |

Quality Threshold

The quality pass/fail threshold is 95%.
The quality pass/fail threshold is based on:

Number of confirmed errors per high-level error category

- Error category weight
- Error severity level and multiplier
- Number of words.

We do not label as confirmed errors, customer revisions or feedback on Lingo24's full post-editing which are:

- Preferential changes: both the original translation and the revised version have equal merit and are correct; either can be used
- Stylistic improvements: stylistic changes which improve the flow and readability but are equal in accuracy
- Unsupported changes: changes not in line with the general client requirements and project-specific instructions, changes not in line with the source content, not consistent with the client approved TM or changes containing errors.

Impact on Quality

There are various service-specific risk factors that can have a negative impact on all quality categories of this service:

- Quality of the raw MT
- Lack of editing by a second linguist

Adherence to service scope

Adherence to service scope is ensured through:

- Supplier assignment as per criteria listed above
- Briefing process between client and Lingo24
- Briefing process between Lingo24 and suppliers
- Query management and Issue Clarification: questions, issues, assumptions will only be flagged up upon delivery
- Supplier self-editing prior to delivery
- Use of translation assets and resources:
 - Raw MT output
 - Term Base
 - Translation Memory
 - Reference material
- In-built Quality Assurance functionality in Translation Management System
- Assessment and implementation of client feedback

Step 1: Feedback from customer, if in line with <Client Review> service scope, is assessed to determine the category:

- Confirmed changes: the changes address confirmed errors in the translation
- Stylistic improvements
- Preferential changes
- Unsupported changes

Step 2: Instances of feedback that improve the quality of the post-editing, specifically a, b and c, implemented as per <Translation Memory Maintenance> service, incorporated in a revised translation, if requested, and/or stored as reference for future orders

Step 3: Communication of findings.

Service Prerequisites

- Source file format and content to be supplied as per <Standard File Filtering> criteria
- Final version of the source file
- Service level-specific briefing process completed
- Availability of Lingo24 generic or customised engine
- Assessment of raw MT output
- Raw MT suitable for full post-editing
- Receipt confirmation within 1 business day

- Explicit service acceptance within 3 working days, otherwise acceptance is assumed. Customer-specific service acceptance timeframes and criteria can be requested.

Service Advisories

- We strongly advise against this service being used for content which will be published or widely distributed.
- Lingo24 only uses raw MT produced by engines built in-house.
- Service provision is dependent on raw MT being suitable for full post-editing, from a quality output and productivity point of view.

Disclaimers of Service

- Where source file format and content are not compliant with our <Standard File Filtering> service, we will recommend the <File Engineering Services> in our Service Catalogue. Any issues caused by non-compliance with these service engagement rules will be the responsibility of the customer.
- Where source file format is not in line with <Standard File Filtering> and, following <File Engineering Services>, cannot be processed in Lingo24's Translation Management System, the service cannot be provided
- Where the target translation is destined for publication, distribution or any other type of usage for authorities and institutions, we recommend <Checking and Editing> in our Service Catalogue
- Where the target translation is destined for publication, distribution or any other type of usage for authorities and institutions and post-editing of MT output is not an option, we recommend <Professional Translation>
- Where the target translation requires on-brand style and review cycles, we recommend <On-brand Translation> in our Service Catalogue
- Where preserving the source content layout and formatting is required, we recommend <DTP> in our Service Catalogue
- For shorter turnaround times, we recommend <Rush & Split> in our Service Catalogue
- When making revisions or additions to the source content after order confirmation and with service provision in progress, we recommend <Revision Handling> in our Service Catalogue
- For feedback provision, we recommend <Client Review> in our Service Catalogue
- If feedback is not in line with <Client Review> in our Service Catalogue and assessment and implementation is required:
 - We recommend <File Engineering> for technical file comparison
 - We recommend <Premium Account and Project Management> for manual file comparison
 - Lingo24 reserves the right to decline feedback assessment and implementation if file comparison via the above services is not possible
 - Where a Term Base is needed or requires maintenance, we recommend <Terminology Management> in our Service Catalogue.

Service Price

- Based upon a per source word / source character pricing scheme
- Translation Memory metrics discounts apply
- Minimum charges per language combination apply

Service Level & Availability

- All language combinations with available raw MT output that is suitable for full post-editing
- Output capacity: up to 3,000 words per language / business day dependent on the quality of the raw MT output
- Output capacity is influenced by requirements for value-added services
- Default service availability: 24 hours a day/5 days per week
- Permanent or ad-hoc 24/7 value-added services are available on demand following assessment of service requirements and validation of capability and capacity for service provision. Refer to <24/7> in our Service Catalogue.