

CLIENT REVIEW SERVICE SHEET

What is it?

A review of the translation or other service deliverables following Lingo24's standardised format carried out by the client to ensure it meets their requirements.

How does it work?

2 components:

- Reviewing the translation or other service deliverables by clients/client reviewers either by:
 - Integrated Client Review, i.e. in Lingo24's Translation Management System as a final step in the workflow or
 - Bilingual Excel Client Review performed according to Lingo24's standard and requiring no further assessment and editing from our linguists
- Updating the Terminology and/or Style Guide by making use of the Lingo24's standardized Terminology and Style Guide templates (if relevant)
- Client review consultation, set-up and coordination on behalf of Account and Project Management
- Client Review is assigned to 1 client reviewer who is:
 - o Ideally a dedicated, native professional linguist employed by the client who has relevant subject matter expertise
 - o At least, a native employee of the client's company who has subject matter expertise and experience working for the company
 - o Occasionally, a native third-party reviewer
- Following general client requirements and project-specific instructions as per service-specific briefing guidelines and core service package
- Ongoing monitoring to provide information to clients on client review progress against agreed deadlines
- Client follow-up with client reviewers to ensure they meet agreed deadlines
- Reviews are processed in Lingo24's Translation Management System (ideally), or outside Lingo24's Translation Management System when specifically requested by the client or depending on the core service package by following Lingo24's standard bilingual excel format
- Processing of file format and content: as per core service package.

High-level Error Categories

As per core service package

High-level Error Category Weight

As per core service package

Error Severity Levels

As per core service package

Quality Threshold

This service should increase the quality pass/fail threshold of the core service package.

If client review is the last step in the core service package workflow, Lingo24 is not responsible for any errors introduced during the review process.

Impact on Quality

There are various service-specific risk factors that can have a negative impact on the quality of the core service scope:

- If client review is the last step in the core service package workflow:
 - o Limitations on client reviewer availability, selection and productivity
 - o Limitations on client reviewer skills/expertise in using our Translation Management System
 - o Revisions not in line with the source content
 - o Revisions containing errors
 - o Revisions not consistent with the client approved language assets (Translation Memory, Terminology, Style Guide)
 - o Revisions not in line with the general client requirements and project-specific instructions
 - o Reduced consistency due to assignment of multiple client reviewers
- If the client review is performed outside Lingo24's Translation Management System, following the Excel Bilingual Client Review format:

- o Reduced consistency across the file as it can be ensured only by alphabetical target segment sorting
- o Reduced adherence to preferred terminology due to lack of access to the integrated terminology
- o Reduced consistency with past translations due to lack of access to the Translation Memory

Additionally, human error can impact the quality categories of the core service.

Adherence to service scope

Adherence to service scope is ensured through:

- Client reviewer appointment by the client as per criteria listed above
- Client review planning and schedule decisions taken by the client
- Client reviewer assignment of one client reviewer per language combination:
 - o In the Translation Management System by Lingo24
 - o Outside Lingo24's Translation Management System, following the Excel Bilingual Client Review format and adhering to the Bilingual Excel Client Review instructions
- Briefing process between client and Lingo24
- Briefing process between client and client reviewer
- Ongoing Query management and Issue Clarification across assigned client reviewers by client or Lingo24
- Use of assets & resources as per core service package:
 - o Term Base (only if client review is integrated in Lingo24's Translation Management System)
 - o Translation Memory (only if client review is integrated in Lingo24's Translation Management System)
 - o Reference material
 - o Style guide
- In-built Quality Assurance functionality in Translation Management System if client review is integrated in Lingo24's Translation Management System.

Service Prerequisites

- Source file format and content to be supplied as per <Standard File Filtering> criteria as per core service package
- Final version of the translated file as per core service package <Client Review Training> of client reviewers in Lingo24 Translation Management System
- Client reviewer introduces revisions:
 - As per Translation Management System functionalities, if client review performed in Lingo24's Translation Management System
 - As per Bilingual Excel specific requirements, if client review performed in Lingo24's Bilingual Excel
 - Prior to any DTP or Non-standard File Filtering services performed by Lingo24
- Briefing process completed as per service-specific guidelines and as per core service package
- Lingo24 deadlines for core service package are independent of client review deadlines
- Lingo24 and client agree timeframe for client review process and client review process completed within agreed timeframe in order to allow:
 - Receipt confirmation within 1 business day as per core service package
 - Explicit service acceptance within 3 working days, otherwise acceptance is assumed as per core service package. Customer-specific service acceptance timeframes and criteria can be requested.

Disclaimers of Service

- The option to perform client reviews in Lingo24's Translation Management System is dependent on the core service package
- Prior to client reviewers performing their first review task in Lingo24's Translation Management System, we recommend <Client Review Training > in our Service Catalogue
- We recommend <Project Management> in our Service Catalogue where coordination of client reviewers is required beyond the service scope. These include instances such as:
 - o Briefing process between Lingo24 and client reviewer
 - o Lingo24 follow-up with client reviewers to ensure they meet agreed deadlines
- Where Lingo24 has the final say following <Client Review> to approve and/or implement validated client feedback in the project deliverable, project Translation Memory, Terminology and/or Style Guide, we recommend <Feedback Implementation> in our Service Catalogue
- If feedback is not in line with standard <Client Review> in our Service Catalogue and in case of other types of client quality assessments:
 - o We recommend <Feedback Implementation> for implementation of validated client feedback in the project deliverable, project Translation Memory, Terminology and/or Style Guide
 - o We recommend <File Engineering> for technical file comparison
 - o We recommend <Project Management> for manual file comparison

- o Lingo24 reserves the right to decline feedback assessment and implementation if file comparison via the above services is not possible
- Where global TM updates are required, we recommend <Translation Clean-up & Maintenance> in our Service Catalogue
- Where specific instances of global updates to Terminology are required (frequent updates, clean-up, validation of pending terms, etc), we recommend our <Terminology> services in our Service Catalogue
- Where a Term Base needs to be created, we recommend <Terminology Consolidation> in our Service Catalogue
- Where stylistic guidelines require the creation of a style guide, we recommend <Style Guide Creation> in our Service Catalogue.
- Where <Certificate of Accuracy> is required, an additional <Checking and Editing> stage should be introduced after <Client Review> in the core service package workflow in order for Lingo24 to assess and validate the revisions made in the Client Review stage
- Where client reviewers require ad-hoc support regarding the functionality of the Translation Management System, we recommend <CAT Tool Support> in our Service Catalogue.

Service Level & Availability

- Output capacity: up to 8,000 words per business day
- Output capacity can vary depending on:
 - o Client reviewer availability and productivity
 - o Client review beyond the scope of the service
 - o Client reviewer Translation Management System skills
- All language combinations
- Default service availability: 24 hours a day/5 days a week
- Weekend or 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> or <Weekend> in our Service Catalogue.