

FIRST DRAFT SERVICE SHEET

What is it?

A simple 'non-business critical' translation service for when a document is required for information rather than publication.

Translated content will be a comprehensive and accurate reflection of the source content while at the same time meeting the linguistic standards of the target language and the readability expectations of its target audience.

How does it work?

1 component: Translation

- The translation project is assigned to one native professional linguist who has relevant subject matter expertise and experience working for the industry and in translating similar content
- We follow general client requirements and project-specific instructions as per service-specific briefing guidelines
- The translation 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
			Third-party termbase
		Inconsistent with use of terminology	
	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
	Design	Multiplier: 0.5

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 translation 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

The service-specific risk factor that can have a negative impact on all quality categories of this service is:

- Lack of editing by a second linguist

Adherence to service scope

- 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:
 - Translation Memory
 - Reference material
 - Term Base
 - In-built Quality Assurance functionality within our Translation Management System
 - Assessment and implementation of client feedback
 - Lingo24 allows for client feedback to be implemented in the Project Translation Memory and incorporated in a revised translation following and in line with <Client Review> service
 - Lingo24 offers assessment and implementation of client feedback by the Quality and Experience team when quality questions have been raised:
 - Step 1: Feedback from customer is assessed to determine the category:
 - Confirmed changes: the changes address confirmed errors in the translation
 - Preferential changes
 - Unsupported changes
 - Step 2: Instances of feedback that improve the quality of the translation, specifically a and b are implemented in the project Translation Memory, Terminology and/or Style Guide as per <Feedback Implementation> service and incorporated in a revised translation, if requested
 - 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
- Receipt confirmation within 1 business day
- Explicit service acceptance within 3 business days, otherwise acceptance is implied. Customer specific service acceptance timeframes and criteria can be requested.

Service Advisories

We do not recommend this service for content which will be published or widely distributed.

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 provision will be done offline
- Where the target translation is destined for publication, distribution or any other type of usage for authorities and institutions, we recommend <Professional Translation> in our Service Catalogue
- If publication or distribution are needed after completion of this service, we recommend <Checking and Editing> in our Service Catalogue
- 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 impossible (due to target language expansion or reduction, etc) or requires involvement from our Professional Services team, 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
 - 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:
 - We recommend <Feedback Implementation> for implementation of validated client feedback in the project deliverable, project Translation Memory, Terminology and/or Style Guide
 - We recommend <File Engineering> for technical file comparison
 - We recommend <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 the source file was not processed in Lingo24's Translation Management System and incorporation of feedback is required, we recommend <Feedback Implementation> in our Service Catalogue
- 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.

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
- Output capacity: up to 1,700 words per language / business day
- Output capacity is influenced by requirements for value-added services
- Default service availability: 24 hours a day/5 days a 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.

