

Feedback Implementation

What is it?

- Review and implementation/approval of validated client feedback or instructions in the project deliverable, Project Translation Memory, Terminology and/or Style Guide, received as part of:
 - Standard client review (integrated or Bilingual Excel) only if followed by Lingo24 final say
 - Non-standard client review, instructions or feedback resulting from quality assessments

How does it work?

- Components, as applicable:
 - Review and assessment of client feedback to determine the scope of feedback implementation or feedback validation by Lingo24 linguists. On demand, Lingo24 can provide a Categorisation of client feedback in the Lingo24 standard feedback form.
 - Only client feedback that includes improvements of the translation and client specific preferences will be implemented or approved in the Project TM, Terminology or Style Guide
 - Unsupported client feedback (e.g. 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) will not be implemented or approved in the Project TM, Terminology or Style Guide. However, it may be incorporated in the project deliverable upon client request.
 - and:
 - Feedback validation
 - Fixing errors that prevent Bilingual Excel imports to Lingo24's Translation Management System by Lingo24 Project Managers/linguists (Missing/Incorrect Tags, Empty Targets, File name)
 - Approval of validated client feedback as a result of Standard Client Review with Lingo24 final say by Lingo24 linguists
 - and/or:
 - Feedback implementation
 - Implementation of validated client feedback in the project deliverable and/or Project TM as a result of non-standard Client Review by Lingo24 linguists
 - Instances when standard and/or non-standard Client Review do not cover a full revision (for example not all segments impacted by a change have been revised) and the client explicitly requests a full consistency review and implementation by Lingo24 linguists
 - Minor terminology additions or updates with term pairs by Lingo24 linguists
 - Style Guide maintenance (additions or updates to existing style guide with stylistic guidelines) by Lingo24 Project Managers/linguists
- Feedback Implementation consultation, set-up and coordination on behalf of Account and Project Management
 - Supplier assignment criteria: as per core service package
 - We follow general client requirements and project-specific instructions as per service-specific briefing guidelines, and as per the core service package
 - Processed in our Translation Management System. However, if the translation was carried out by Lingo24 outside our Translation Management System, Feedback Implementation is not processed in our Translation Management System and the implementation of validated client feedback is only done in the project deliverable.

Quality and Scope of service

High-level Quality Categories

DQF	Accuracy	Addition	
		Improper exact TM match	
		Mistranslation	Mistranslation of technical relationship
			Overly literal
		Omission	Omitted variable
	Untranslated		
	Fluency	Character encoding	
		Grammar	
		Inconsistency	Inconsistency with external reference
		Link/cross-reference	
		Punctuation	
Spelling			

Source: The harmonized DQF-MQM error typology

For a granular view of these quality 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 Quality Category Weight

DQF	Accuracy	Multiplier: 2
	Fluency	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
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Quality Threshold

The quality pass/fail threshold is **98%**.

The quality pass/fail threshold is based on:

- Number of confirmed errors per high-level quality category
- Quality category weight
- Error severity level and multiplier
- Number of instances of feedback.

We do not label as confirmed errors, customer revisions or feedback on Lingo24's Feedback Implementation service which are:

- Unsupported changes: changes not in line with the initial instances of feedback provided, changes excluded from TM and terminology update due to them being classified as unsupported.

Impact on Quality

There are various service-specific risk factors depending on the Feedback Implementation approach that can have a negative impact:

- Changes are implemented within the Project TM only
- Older TM entries that have not been touched may still be used in future, should the context be different
- In case of projects with multiple files, the process might be time consuming, as the translators might need to identify relevant entries individually
- Sometimes, it can be hard to track the exact project(s) impacted unless clearly specified
- Reduced consistency on the quality of future projects due to lack of a timely and/or consistent implementation of TM and Terminology updates
- Reduced completeness and consistency of feedback implementation if the feedback provided is not in compliance with standard review instructions (e.g. client provides general feedback rather than revising/commenting on all relevant instances)
- Conflicting feedback and requirements driven by different services, different types of content or different historic or current client expectations that are difficult to align and consolidate in the client's Translation Memory and Terminology.

However, human error can also impact the quality categories of the service.

Adherence to service scope

Adherence is ensured through:

- Assignment of the same linguists as for the core service package, or new linguists as per core service package criteria
- Briefing process between client and Lingo24
- Briefing process between Lingo24 and linguists
- Feedback Implementation planning and schedule
- Use of translation assets and resources:
 - Term Base
 - Translation Memory
 - Style guide
 - Reference Material
- In-built Quality Assurance functionality in Translation Management System
- Ongoing Query management and Issue Clarification.

Service Prerequisites

- Final version of the feedback provided on Lingo24's project deliverable
- Receipt confirmation within 1 business day as per core service package
- Explicit service acceptance within 3 business days, otherwise acceptance is implied. Customer specific service acceptance timeframes and criteria can be requested.

Disclaimers of Service

- Feedback implementation in the Translation Memory and Terminology is dependent on the core service package being processed in Lingo24's Translation Management System
- For any kind of maintenance or updates to the Terminology or Style Guide carried out by the client/client reviewer, we recommend <Client Review> in our Service Catalogue
 - We can provide access to Lingo24's Terminology Management Interface whenever the customer wants to own the project specific terminology additions or updates.
 - We can provide access to an editable version of the Style Guide whenever the customer wants to own the style guide maintenance
- Where global TM updates are required, we recommend <Translation Memory 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 stylistic guidelines require the creation of a style guide, we recommend <Style Guide Creation> in our Service Catalogue
- If the project deliverable requires formatting after feedback implementation, we recommend the relevant <DTP> or <Non-standard File Filtering> services in our Service Catalogue.

Service Price

- Based upon a per hour pricing scheme
- We make an initial estimation of the hours needed, resulting in an estimated quote
- After determining the number of hours required after service provision, we provide a final quote. Lingo24 will notify clients during service provision if the initial estimation of the hours needed is likely to be exceeded and by how many hours, in order to agree on the additional costs for service completion.
- This service is complimentary if client feedback is labelled as Confirmed (i.e. addressing confirmed errors in the core service) following Quality assessment
- Minimum charges per language combination apply.

Service Level & Availability

- Output capacity:
 - Project deliverable and/or TM updates: 1,000-3,000 words of the core service package reviewed and updated per hour. Output will depend on the volume and complexity of the feedback to be reviewed and the extent of the revisions to be implemented
 - Terminology updates: up to 40 Term Pair updates per hour
 - Style guide updates: output will depend on the volume and complexity of instructions to be updated or added to an existing style guide as a result of validated client feedback
- 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.