

## Feedback Implementation

### What is it?

- Implementation in the target file, as well as in the Language Assets (Translation Memory & Terminology) of instances of feedback as per core service feedback assessment at regular or agreed intervals or triggered by specific requirements received in a non-standard format, i.e. as in-line text (i.e. not as comments or in the body of the email) clearly marked in the final version of the translated file
- This service ensures that existing Translation Memory data is correct and in accordance with the client requirements at any given time.

### How does it work?

1 component: Implementation in the target file, as well as in the TM/Terminology of instances of feedback as per core service feedback assessment either by:

- Project-level TM updates or
- Customer-level TM updates (access to the TM management interface)
- 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
- File format and content are processed according to our <Standard File Filtering> service.

## 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

### 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 which are:

- Unsupported changes: changes not in line with the initial instances of feedback provided and which Lingo24 used as reference for the TM update, changes excluded from TM 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 on the quality of the core service scope:

- Project-level TM Updates:
  - 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
- Customer-level TM Updates:
  - Challenge in accurately identifying all relevant TM entries due to formatting tags. Some TM entries might be missed
  - The lack of context makes the feedback implementation less accurate

However, human error can impact the quality categories of the core 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 as per core service package
- In-built Quality Assurance functionality in Translation Management System
- Ongoing Query management and Issue Clarification [if included in the core service package].

## Service Prerequisites

- Service level-specific briefing process completed
- Final version of the feedback provided on Lingo24's translated file as in-line text (i.e. not as comments or in the body of the email) in the final version of the translated file and clearly marked performed outside of Lingo24's Translation Management System
- 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

- Availability of Feedback Implementation in the Translation Memory is dependent on the core service package being processed in Lingo24's Translation Management System.

## Service Price

- Based upon a per hour pricing scheme.
- We make an initial estimation of the hours needed, resulting in an estimate 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.
- Typical instances include Feedback Implementation required following client feedback that is:
  - Provided within or outside of core service package scope, as part of feedback cycles, but in a non-standardised format
  - An ad-hoc request independent of a specific order
  - Following assessment, labelled as Preferential
  - Following assessment, labelled as Stylistic improvement on Lingo24's services, which do not include Style as Quality category
- This service is complimentary if Feedback Implementation is required following client feedback that is:
  - Following assessment, labelled as Confirmed (i.e. addressing confirmed errors in the core service)

- Following assessment, labelled as Stylistic improvement on services which include Style as Quality category
- Minimum charges per language combination apply.

**Service Level & Availability**

- Output capacity: up to 2,400 TM update instances per business day. Instances can range from one to multiple words.
- Output capacity can vary depending on:
  - The size of the TM
  - The number of occurrences in a TM
  - The number of syntax changes resulting from a TM update
- 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.