

PARALLEL TRANSLATION AND RECONCILIATION SERVICE SHEET

What is it?

A professional translation and editing service where the translation is 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.

This service is typically used for the translation of psychometric assessment content and includes:

- 2 alternative forward translations produced by two independent translators, as part of the Double Translation workflow
- A reconciliation of the two alternative forward translation by a third independent translator with the purpose to review and resolve any discrepancies and to reconcile the two translations into a single target language version.

Where provided by the client, our linguists use language assets to deliver translations aligned to the company style and rules expressed in these assets. The linguists' goal is to translate the source using the company style, with limited scope for creativity in the translation.

How does it work?

This service has several components:

- 2 Translation components for the alternative forward translations
- 1 Checking and Editing component for the Reconciliation

This service is assigned to professional translators who:

- Are native to the target language and culture
- Have relevant subject matter expertise
- Have experience working for the industry and with similar content.
- If possible, are living in the target locale.

Translators are allocated as follows:

- 2 translators to the Translation components
- 1 translator to the Checking and Editing component

The translation project is processed in our Translation Management System.

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	
	Style	Awkward	
		Company style	Lingo24 views the company style component of translation as a company's style captured in a Lingo24 style guide on behalf of the client, any approved glossary held within our CAT tools, and previous translation memory.
		Inconsistent style	
		Unidiomatic	
	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: 3
	Fluency	Multiplier: 2
	Terminology	Multiplier: 2
	Style	Multiplier: 1
	Locale Convention	Multiplier: 1
	Verity	Multiplier: 1
	Design	Multiplier: 1

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 error category
- The 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
- 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 Language Assets (Translation Memory, Terminology, Style) or changes containing errors.

Impact on Quality

There are no service-specific risk factors that can have a negative impact on the quality categories of this service.

Adherence to service scope

Adherence to service scope is ensured through:

- Supplier assignment as per criteria listed above
- Briefing process between the client and Lingo24
- Briefing process between Lingo24 and the supplier
- Ongoing Query Management and Issue Clarification
- Use of translation assets and resources:
 - Term Base
 - Translation Memory
 - Style Guide
 - Reference material
- Supplier self-editing prior to delivery
- In-built Quality Assurance functionality in Translation Management System
- Lingo24 allows for client feedback to be implemented in the 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 (confirmed and preferential changes) are implemented in the Translation Memory as per the <Feedback Implementation> service and incorporated in a revised file, 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.

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 completed offline.
- Where the target translation requires on-brand style, 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
- 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, following standard Client Review, Lingo24 has final say to approve the implementation of client feedback in the project deliverable, 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 assessment and implementation is required:
 - We recommend <File Engineering> for technical file comparison
 - We recommend <Project Management> for manual file comparison
 - We recommend <Feedback Implementation> for review and implementation of validated client feedback or instructions in the project deliverable, Translation Memory, Terminology and/or Style Guide
 - Lingo24 reserves the right to decline feedback assessment and implementation if file comparison via the above services is not possible
- We recommend <Project Management> for all instances of extensive project scoping, planning & set-up, briefing, coordination & monitoring, follow-up & delivery required by the service package (e.g. coordination or briefing of client reviewers)
- We recommend our <Translation Memory> or <Terminology> services for Translation Memory and terminology management, maintenance or consolidation activities.

Service Price

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

Service Level & Availability

- Output capacity: up to 1,000 words per language / business day

- All language combinations
- Output capacity is influenced by requirements for value-added services
- 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 <Weekend> or <24/7> in our Service Catalogue.