

POST LAYOUT CHECKING SERVICE SHEET

What is it?

- Review and revision of translated materials that have undergone DTP/layout work (carried out either by the client or Lingo24) to spot formatting or content errors that might have been introduced during the layout stage.

HOW DOES IT WORK?

1 component: Post Layout Checking

- Post Layout Checking is assigned to 1 native professional linguist who has subject matter expertise and experience working for the industry and on similar content
- We follow general client requirements and project-specific instructions as per service specific briefing guidelines
- Post layout checking on the target file is completed in either:
 - The PDF format only, using the source file as reference, where feedback is recorded with sticky notes on target PDF file (in case of DTP)
 - The file and feedback format recommended by Lingo24's File Engineering team (in case of formatting and post-translation filtering work).

QUALITY AND SCOPE OF SERVICE

High-level Error Categories

DQF	Accuracy	Addition	
		Omission	Omitted variable
	Design	Length	
		Local formatting	
		Markup	
		Missing text	
		Truncation/text expansion	
	Fluency	Punctuation	
		Spelling	

Disclaimer: Cells highlighted in grey are not included in this service

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	Fluency	Multiplier: 1
	Design	Multiplier: 3
	Accuracy	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
- 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 post layout checking which are:

- Preferential changes: 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 file used as reference during the layout process (adding or omitting content) or changes containing errors.

Impact on Quality

There are no service-specific risk factors that can have a negative impact on all 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 client and Lingo24
- Briefing process between Lingo24 and supplier
- Ongoing Query Management and Issue Clarification
- Use of and access to Language Assets in the Translation Management System (TM and Terminology)
- Use of resources: the source file is used as a reference during the layout process
- Assessment and implementation of client feedback:

Step 1: Feedback is assessed to determine the category:

- Confirmed changes: the changes address confirmed errors in the post layout checking
- Preferential changes
- Unsupported changes

Step 2: Instances of feedback that improve the quality of the Post Layout Checking, specifically a and b, are incorporated in a revised file, if requested, and/or stored as reference for future orders

Step 3: Communication of findings.

Service Prerequisites

- Final version of the source and target file
- Source file format and target file format: PDF only (in case of DTP), or file and feedback format recommended by Lingo24's File Engineering team (in case of formatting and post-translation filtering work)
- Service level specific briefing process completed
- Receipt confirmation within 1 business day
- Explicit service acceptance within 3 business days, otherwise acceptance is assumed. Customer-specific service acceptance timeframes and criteria can be requested.

Disclaimers of Service

- When requiring implementation of revisions following <Post Layout Checking>, we recommend <DTP Services> and <File Engineering Services> in our Service Catalogue
- When receiving file formats other than PDF as a result of the DTP service performed by the client, we recommend <DTP Services> for file conversion requirements
- When receiving file formats other than those recommended by Lingo24's File Engineering team, we recommend <File Engineering>
- When checking beyond the scope of this service (style, terminology, locale convention and verity) is required, we recommend <Checking and editing> in our Service Catalogue
- When making revisions or additions to the target content after order confirmation and with service provision in progress, we recommend <Revision Handling> as a value-added service in our Service Catalogue
- For shorter turnaround times, we recommend <Rush & Split> in our Service Catalogue.

Service Price

- Based upon a per hour pricing scheme
- This service is complimentary where provided as a default, i.e. if layout work has been performed by Lingo24 (DTP, formatting and post-translation filtering work)
- Minimum charges per language combination apply

Service Level & Availability

- Output capacity: up to 15,000-20,000 words (70-100 pages) per business day
- Output capacity is significantly influenced by the quality and complexity of the layout and/or by requirements for value-added services
- All language combinations
- 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.