

Translation Memory Clean-up SERVICE SHEET

WHAT IS IT?

The process, workflows and roles required to manage and clean-up an existing Translation Memory outside the scope and workflows of a specific translation project.

HOW DOES IT WORK?

Components:

For the client to be able to benefit from an up-to-date Translation Memory, there are various clean-up actions that can be undertaken

- **Translation Memory Clean-up consultation, set-up and coordination** on behalf of Account & Project Management
- **Translation Memory Updates**
As a result of updated stylistic or terminology instructions that apply for future projects, global changes may be required to increase the efficiency and the relevance of the Translation Memory (i.e. transliteration brand names, terminology updates, etc.). Lingo24 will carry out an impact analysis of such changes, and propose the most effective and efficient TM clean-up strategy, based on needs and requirements. To ensure usability and relevance of the Translation Memory, Lingo24 may take one of the approaches below:
 - Semi-automated change update through Lingo24's Translation Memory tools with no translator involvement
 - Global changes implemented by Lingo24's translators or the Client's Reviewer using the Lingo24's Translation Environment
 - Translation Memory penalisation by either removing the contextual information of Translation Units or by downgrading the status of Translation Units from "approved" to "not approved"
- **Translation Memory Assessment**
For centralisation purposes, Lingo24 will import in Coach, Lingo24's default Translation Environment, the client's (additional) Translation Memories in tmx format. To increase efficiency of new and existing Translation Memories, a more detailed assessment may be needed, consisting in the following approach:
 - Pre-import objective assessment to check for duplication, inconsistencies with existing Translation Memories, adherence to existing terminology instructions (if any)
 - Pre-import subjective assessment, carried out by a linguist tasked by Lingo24 to review a sample of the Translation Memory. The sample size will be agreed on with the client

Such assessments will conclude with a full report detailing the issues identified in the Translation Memory, a set of recommendations moving forward, as well as potential risks. Additional actions may be triggered by the assessment report above, which may result in TM centralisation preceded by a Translation Memory clean-up, as described below.

- **Translation Memory Clean-up**
A TM Clean-up usually consists of removing Translation Units based on either an objective (using tools) or a subjective (translators' feedback) assessment, based on client's needs and patterns identified.
 - **Objective Clean-up**
An objective clean-up may consist in any of the approaches below, as agreed with the client:
 - removing metadata with contextual information from the TM, as a result of which all In-context Exact Matches will become Leveraged Matches
 - removing Translation Units older than x months/years
 - removing Translation Units associated with a particular user
 - removing duplication, etc.
 - **Subjective, Content-focused Clean-up**
The concept of a "subjective review" of the Translation Memory content involves a translator assigned to review all previous work in Lingo24's Translation environment. Alternatively, it can be a Client Reviewer tasked to perform such an assessment.
- Ongoing monitoring to provide information to clients on progress against agreed deadlines

- Client follow-up with Client's Reviewer tasked to carry out the TM review to ensure they meet agreed deadlines

QUALITY AND SCOPE OF SERVICE

High-level Error Categories

As per core service package

High-level Error Category Weight

As per core service package

Error Severity Levels

As per core service package

Quality Threshold

This service should increase the quality pass/fail threshold of the core service package.

Impact on Quality

There are various service-specific risk factors that can have a negative impact on the quality of the core service scope:

- any assessment or clean-up using patterns to identify the translation units affected has the risk that it may not pick up all scenarios intended.
- any subjective assessment or clean-up carried out by a translator and/or client reviewer may not ensure full consistency, as there may be instances that have not been captured and corrected, due to the content being rich in formatting and stylistic tags.

Additionally, human error can impact the quality categories of the core service.

ADHERENCE TO SERVICE SCOPE

- The utilisation of Lingo24's Translation Memory Clean-up Tools and/or processes.
- Reviewer appointment either by the client or by Lingo24 to carry out the subjective assessment and clean-up as per criteria listed above
- Translation Memory Management , planning and schedule decisions taken by Lingo24 in line with client's requirements
- Assignment of one translator for Translation Memory Management per language combination in the Translation Management System by Lingo24
- Briefing process between client and Lingo24
- Briefing process between client and client reviewer
- Ongoing Query management and Issue Clarification across assigned client reviewers by client or Lingo24
- Use of assets & resources as per core service package:
 - Terminology where available
 - Reference material
 - Style guide

SERVICE PREREQUISITES

- Client reviewer/Lingo24 Translator reviews and cleans-up Translation Memory as per Translation Management System functionality
- The scope of the assessment and clean-up will be set together with the client (i.e. focus on a particular project, focus on most frequently used Translation Units, etc.)
- Use of Translation Units while review is active: a Translation Unit under review maybe, at the same time, be used for leverage in a new project. A decision will need to be made with the client concerning the new project
- Briefing process completed as per service-specific guidelines and as per core service package
- Lingo24 and client agree timeframe for the Translation Memory Management process, and this process is to be completed within agreed time frame in order to allow:
 - Receipt confirmation within 1 business day as per core service package
 - Explicit service acceptance within 3 working days, otherwise acceptance is assumed as per core service package. Customer-specific service acceptance timeframes and criteria can be requested.

Disclaimers of Service



- For any kind of clean-up or updates to the Translation Memory we can provide access to Lingo24's Translation Memory Management Interface whenever the customer wants to own the clean-up process.
- Prior to client reviewers performing their first Translation Memory Management task in Lingo24's Translation Management System, we recommend our complimentary <Coach Training> package
- We recommend <Premium Account and Project Management> in our Service Catalogue where coordination of client reviewers is required beyond the service scope. These include instances such as:
 - Briefing process between Lingo24 and client reviewer
 - Lingo24 follow-up with client reviewers to ensure they meet agreed deadlines
- Where client reviewers require ad-hoc support regarding the functionality of the Translation Management System, we recommend <CAT Tool Support> in our Service Catalogue.
- If the Client Review process is not fully integrated into the global Translation Workflows, we cannot guarantee that the Translation Memories will be kept up-to-date. When there is a Client Review process in place we recommend <Client Review> in our Service Catalogue.
- Where creation of a Translation Memory is required, we recommend <Translation Memory Alignment> in our Service Catalogue
- When small project-driven Translation Memory updates are required, we recommend <[Feedback Implementation](#)> in our Service Catalogue.

Service Price

- Based upon an hourly 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.
- Minimum charges/project apply

Service Level & Availability

- Output capacity can vary depending on:
 - Size and number of Translation Memories that require objective assessment and clean-up
 - Size and number of the Translation Memory samples that requires subjective assessment and clean-up
 - Client reviewer availability and productivity, if the Translation Memory Management is carried out by the Client's Reviewer
 - Client reviewer Translation Management System skills, if the Translation Memory Management is carried out by the Client's Reviewer
- 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.