



QUALITY / SERVICE LEVELS

Time is money. If you don't need the full QA of publishable level quality, pick another level and save some time **AND** money.

The intended or "end use" of a document must be defined prior to starting a project. All the pertinent details that were applied to the development and writing of the original source document such as target audience and region, level of language requested, background information, hidden meanings, etc. should be provided.

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Level 1 - Publishable Quality – Full QA TEP Process

Publishable quality translation is defined as one in which no (or few) errors are made. Your document will be assigned to a minimum of 2 different professional linguists who are native in the target language. The critical path will include our certified process of **T**ranslation, **R**evision, **P**roofreading and Quality Control steps.

Level 2 - First Draft - Internal Use - Documents not for public view or publishing. This could be an employee newsletter or an email. For example, small errors may be acceptable, full research may or may not be required. The document will be assigned to a professional linguist who will translate and *self-proofread*. The acceptable quality level must be established prior to starting.

Level 3 - Gisting/Summaries/Drafts - There are occasions where clients require translations strictly for informational purposes (i.e. the "gist" of a consumer complaint letter), and does not want or need the various review or quality checks. This reduces the "hourly" time required and therefore the costs.

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| Gisting Translation | - Translation only. Little to no research, no editing, no proofreading. |
| Sight Translation | - Verbal (French/Spanish only), over-the-telephone (OTP) for small, quick requirements |

Back Translations - Back translations can add a lot of unnecessary expense to the bottom line. They can be useful when working on creative adaptation pieces such as slogans, but may be unnecessary for a user manuals.

- Defined by their end use/intended purpose.
- Different linguists than the original linguists
- If only the gist of the document is required, it can be completed quickly.
- Started **AFTER** the translation, not concurrently



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Not all errors are equal!

First, don't panic. There is a difference between a typo on the front cover of a manual and the same typo in a footnote. The effect of an error on the whole document or "weight" of an error is different. Verifiable errors are corrected at no charge after a formal review. Stylistic preferences are not errors.

- *Errors of Meaning (Major)*

If the meaning of the translation is different than the meaning of the source document

- *Errors of Form (Minor)*

If the translation contains an error of grammar, spelling, or other formal error that does not otherwise change the meaning of the translation with respect to the source language

- *Errors of Compliance (if provided) (Preferential)*

If the translation, even though meaning and form are correct, does not conform to the instructions received, style guide, preferred terminology, or other customer-specified requirement.

- *Errors of Formatting (Preferential)*

The percentage of major errors vs. the number words give us a quality level. A formal review may be performed randomly or upon request from a client for a particular document.