



# **InText Company**

## **Translation Standard**

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## I. Introduction

This Standard sets out InText Translation Company’s requirements and expectations regarding translation, and supplements the requirements regarding job acceptance, performance and delivery, which are described in the Terms of Cooperation with InText Company.

Translation is a key task within the comprehensive Translation-Editing-Proofreading service.

The most important criteria of a successful commercial translation are:

- Compliance with the client's requirements;
- Completion by the planned deadline;
- Completion within the agreed budget.

**The main task** is to correctly convey the meaning of the source text in the translation. For this, the translation must be accurate, consistent, stylistically appropriate, and compliant with the rules of the target language and client’s requirements.

**The translator's complimentary tasks are:**

- To analyze the corrections made by the subsequent reviewer;
- To comment on any changes and advise the project manager on answers to the client's questions.

### Workload measurement

The scope of work is calculated on the basis of the source text and is communicated to the translator along with the job offer. The basic unit for measuring volume is words. To simplify correspondence, a “page” is defined as 300 words.

The company’s job is performed in CAT programs using translation memory (TM). Table 1 below shows the percentages of payment for TM matches and repetitions.

Match type		Percent of base rate
Repeated segments	Repetitions	0 or 15% (if the substitution is automated)
Segments taking into account the context within	Context matches (Trados), 101% matches (MemoQ)	0 or 20% (depending on the agreed job assignment)
Segments fully matching TM	100% matches	20%
High-rate matches	95–99% matches	30%
Low-rate matches	75–94% matches	50%
New words	0–74% matches	100%

Tab. 1. CAT Grid

For convenience, the project manager communicates the weighted word count. Different types of TM matches are turned into the equivalent of new words to form a weighted count. It is assumed that processing 100% matches will take the translator 20% of the time he would spend translating new words (0–74%).

For example, if there are 50 pages of 100% matches, 90 pages of high-rate matches, and 5 new ones, we have 42 weighted pages, i.e. the work will take as much time as the translation of 42 new pages.

The manager will provide full information on the number of words of each TM match type. The weighted word count is displayed on web forms in the list of jobs, and the detailed count pop-up shows when you hover over a volume column.

Объем выбранной работы: **1948,8 сл.**, 100.00% от общего объема работы.

**Полный объем работы**

Задача	Тип совпадения	Ед. изм.	Количество	Стоимость	Объем
Перевод	50-74% TR	сл.	67,0		<u>1948,8 сл.</u>
Перевод	75-94% TR	сл.	423,0		
Перевод	95-99% TR	сл.	11,0		
Перевод	No match	сл.	1667,0		

## II. Translator's Work under Standard Conditions

### 2.1 Meeting the Deadline and the Agreed Effort Budget

Translation is one step of the overall process. In most cases, clients order not only translation, but also proofreading, which may be carried out by other InText employees. It should be borne in mind that the proofreaders also have their own work schedule and plans.

When performing a translation, it is impossible to foresee all the difficulties that may arise when working on a specific job, so sometimes the work proceeds more slowly than one would like, and vice versa, sometimes it is faster.

In the event that there is a risk of missing the deadline, or if the job requires much longer than planned, you should contact the project manager to coordinate further actions. In a situation where you are 30% behind schedule, we recommend that you suggest rescheduling the job.

Adhering to the deadline is of crucial importance, but it should not be achieved through excessive pressure on the translator. Therefore, justified issues with the source text should always be discussed.

**Please note!** If you discover major issues in the translation or you are over 30% behind schedule, you should immediately communicate this to the project manager through the Feedback section on the web forms.

### 2.2 Ensuring Compliance with Client's Requirements

In accordance with ISO 9000 series specifications, quality is defined as “the degree to which a set of inherent (product) characteristics fulfills requirements”. In practice, clients rarely provide detailed formalized requirements, but when they receive a finished translation, they always evaluate it in accordance with their expectations.

One important conclusion from this definition is that translation should be carried out from the viewpoint of the client's needs, not the translator's preferences.

Regardless of whether the formalized expectations of the client are available, the Company has adopted the following standard requirements regarding translations:

- Completeness and accuracy of translation;
- Consistency of terminology, wording, and style;
- Client's specific requirements;
- Compliance with grammar rules.

#### 2.2.1 Completeness and Accuracy of Translation

The information contained in the source text should be conveyed in full at the level of a text fragment. When working in Translation Memory systems, a fragment is represented by a segment, which most often consists of one sentence. Since such segments can be used repeatedly, one should aim for the fullest possible translation of each fragment.

Translation redundancy, which perfectly fits into the context of a given segment, improves the understanding of the Author's intention and improves readability, but can significantly distort the meaning of the translation if the segment is used in a different context later. Since such segments can be used repeatedly, one should aim to translate without redundancy.

Ensuring translation accuracy is the main and most difficult part of a translator's task. To avoid problems with the deadline, before starting to work on a large document it is recommended that you carefully check several fragments at the beginning, in the middle and at the end of the document. This will allow you to more accurately assess the amount of effort required to process the entire file.

The task of the translator is to understand the meaning of the source text and convey it correctly and completely in the translation, but without redundancy. It is important to remember that the requirement of

accuracy of translation is difficult to formalize. It is closely connected with the choice of terminology, style, and even with the correction of errors in the source text.

Upon detection of obvious or suspected errors (e.g. different numbers in different parts of the document, different spellings of names and positions) *in the source text*, you should record those points in a separate comment on the web forms for the project manager. Except for correcting obvious typos, you should not correct the meaning of the source text independently.

**Please note!** Comments should only be written in the Feedback section or in a separate “Form for Questions to The Manager and the Client”. It is best to group comments: it is easier for the project manager to send five questions in one message than in five different messages. You should not leave any comments or notes directly in the translation text or in the comments field in CAT tools. Such comments are difficult to track and extract to a single list for processing.

### 2.2.2 Consistency of Terminology, Wording, and Style

Consistency of terminology means that the same concepts are conveyed by the same words throughout the package of files and, ultimately, the entire long-term project. If during the course of the work it becomes clear that term choices need to be changed, it is worth using the search option to check the entire previous text so that the translation is consistent. Inconsistency of the terms in a translation should be avoided even when each term used is acceptable in itself.

Consistency of language is expressed in the fact that identical phrases of the source text have identical translations.

Consistency of style means a standardized approach to the use of incentive/narrative sentences, personal/impersonal appeal to the reader, formal/informal tone, etc. Significant problems with style can be found even during a quick check of the text. Therefore, after completing a translation, we recommend allocating time for self-proofreading.

### 2.2.3 Client's Specific Requirements

Each client has its own special requirements, but not every client articulates them clearly. So, by means of a job instruction or a checklist, the project manager sets out a list of points which require special attention. These requirements are of the highest priority. The most common options are listed below.

#### Client's Glossary

A client's terminology requirements can be set out in the form of a glossary. Wherever practicable, the terms suggested by the client should be used.

Sometimes a glossary (especially a large one) may contain inconsistent or incorrect translations of terms. It is recommended that the translator first of all ensures the accuracy and consistency of the translation, and, if obvious errors are found in the glossary, prepares a polite and reasoned suggestion to the client on making changes.

#### Translation Memory (TM) And Reference Materials

Providing previously performed translations as a sample is a convenient and common form of transferring client's requirements. The Translation Memory provided by the client is actually the same reference material as the examples of previously performed translations.

First of all, it is essential to understand whether the client considers the materials provided to be ideal, i.e., whether the client is expecting a complete transfer of the terminology and language used to the new translation. As a rule, in such situations, the processing of complete matches with the translation memory is either not paid or expressly prohibited.

If the overall TM content (especially CM and 100% matches) shows numerous violations of standard and specific requirements, this must be reported immediately to the project manager using the Feedback section.

Using the Concordance function for every word or phrase is irrational, especially for large projects. We therefore recommend the following for lookup:

- names of institutions, company departments, abbreviations, names and positions of people, trademarks, names of goods, etc., that are relevant to a particular project;
- words and phrases that can be translated in several ways in a given context;
- key text terms.

If the same concepts within TM are translated differently or with semantic errors, it is important to follow the glossary, as well as specific and standard translation requirements.

If the TM is of poor quality, notify the project manager as soon as you become aware of this using the Feedback section. The client may ask you to correct the errors detected.

In the absence or insufficiency of materials received from the client, the translator has the right to refer to any available materials on a given subject area. Such materials can be used both to find the correct terminology and to make decisions on the wording and style of the text.

When searching for terminology, it is recommended that you focus on documents that of a regulatory nature (for example, national standards) and keep links to sources, in order to justify your choice if necessary.

This is a good practice, but do not overestimate it. First, extracting terminology pertaining to an unfamiliar subject area is a very time-consuming process. Secondly, there is no guarantee that the terminology, after being so meticulously selected by the translator, will be approved by the client.

**Please note!** Some clients deliberately use non-standard terminology, especially in marketing materials, to stand out from competitors.

As mentioned above, the main point is to ensure the completeness, accuracy and consistency of the translation. Such a translation will make a favorable impression on the client, and individual terms can be replaced using the search function.

#### 2.2.4 Compliance with Grammar Rules

The translated text should comply with the grammar rules of the target language, including spelling and punctuation. Any errors, especially those that can be detected by standard office spellchecking software will naturally lead to dissatisfaction on the client's part and negatively impact their evaluation of the job as a whole.

As with other requirements, special attention should be paid to checking highly visible fragments, such as cover page, headings, etc. In addition, you should carefully check the spelling of the client's company name, employee names, geographical names, numbers, and special terms.

In addition, special attention should be paid to the style of translation. It is important to distinguish between:

- stylistic errors, i.e. violations of the rules set forth in well-known and frequently used guides on style (for example, "Guide to Spelling and Stylistics" by Rosenthal);
- a situation where the client does not like the style, for example, when a specialist on his side knows how to make the text more stylistically accurate, readable, easy to understand and to learn from.

The translator should avoid stylistic mistakes. As for the second case highlighted above, for technical texts we regard these as preferential changes that can be made if the time and budget allocated to the work allow.

### 2.3 Automated Quality Check

An automated quality check is required for all the jobs being performed. In InText, this is done using Verifika software, for which instructions can be found on the [Information tab](#).

If you are unable to purchase and install Verifika, you can use the free [Xbench 2.9](#) software. Please write to [qa@intext.eu](mailto:qa@intext.eu), and we will send you set-up instructions.

Only false errors are allowed in the quality check report; all real errors must be corrected before submitting the job. Please name the report file “AQA\_job number” (e.g., AQA\_P-1348-09-12) and save it as an .xlsx file.

## **2.4 Revision**

A client or InText company may ask you to revise the text in accordance with any general instructions, make and/or comment on changes made by an external specialist, etc. In some cases, such requests are accompanied by a complaint regarding the quality of the translation.

Translation is a kind service, the quality of which can be evaluated only by the client and only upon its delivery. Translation quality means the extent to which the received text matches the client’s expectations. At the same time, the client, even a professional one, cannot always clearly state his expectations of the translation, suppliers are not always able to meet them, and checking or editing of the translation on the client’s side may be subject to human error.

As a result, the client's comments and complaints are an integral part of translation task. Lack of feedback may indicate complete satisfaction on the part of the client, but it can also indicate absolute dissatisfaction of a client who has already decided to terminate cooperation.

On the other hand, competent handling of complaints allows us to better understand the client’s requirements, demonstrate the company’s professionalism and, thus, reinforce the client’s willingness to continue working with us.

Revision is a part of standard operations within a project.

In the event that revision takes more than an hour to process and the client’s corrections do not eliminate errors against previously communicated requirements, an additional payment may be charged upon the decision of the project manager.



### **III. Translation Quality Assessment**

We set high work quality standards and expect the translator to provide a ready-to-go text.

We try to evaluate the work of our suppliers as often as possible. Translators are evaluated by subject and linguistic editors, proofreaders, and copy editors. They, in turn, are evaluated by colleagues from the quality department. A supplier team for a single job involves at least two specialists, and often more.

#### **3.1 Evaluation Process**

We evaluate some of each supplier's completed jobs and send them feedback forms. These forms contain examples of mistakes made by the supplier, recommendations on eliminating them, and an overall job assessment. If the Translation Quality Index (TQI) form is used, the score is automatically calculated on the basis of the number of identified errors per given text size. The feedback forms are completed by InText's editors and in-house specialists.

Upon receipt of this form, please read all the corrected mistakes and recommendations carefully, comment on them and send the form back. You may agree or not agree with a correction in your comments. In the latter case, please provide explanations supported by links to reputable sources.

#### **3.2 Parameters for Assessing the Quality of Translation**

We assess translation quality by parameters similar to those listed in paragraph 2.2. They are arranged in decreasing order based on their weight in the overall job rating.

##### **3.2.1 Accuracy and Completeness of Translation, Absence of Omissions and Additions, Knowledge of Industry Terminology**

The translated text should accurately convey the information contained in the source text. The translation should have no unreasonable omissions and additions.

The terminology of the industry to which the translated text relates should be applied.

##### **3.2.2 Consistency of Translation, Following the Glossary, Reference Materials and TM (If applicable)**

Terms, phrases and sentences used in the same context within the same project should be translated in the same way.

##### **3.2.3 Writing Style**

The translation should retain the same style that the author of the source text has chosen. For this, the translator must be aware of differences in writing styles and locales for each target language.

##### **3.2.4 Spelling, Grammar and Punctuation**

The translated text should be free from spelling, grammar, and punctuation errors.

##### **3.2.5 Compliance with Job Instructions and the General Instructions of InText Company**

Client checks compliance with their specific instructions with particular care. You should also make every effort to maintain the formatting of the source file.

## **IV. Translator's Interaction with Project Team**

The following describes how the project participants interact to achieve the proper quality of the final product.

### **4.1. Vendor Coordinator**

A vendor coordinator is a full-time employee who analyzes the source material and the client's requirements, selects participants to complete the job, and coordinates the job schedule.

As a rule, the vendor coordinator follows the requirements specified by the client, including those regarding the date of project delivery. The time allocated for completion of a job is divided among all the required tasks, i.e. OCR, translation, editing, layout, and others.

Unless agreed otherwise, when accepting a deadline commitment, the translator agrees to ensure the completeness, accuracy and consistency of the translation in accordance with the client's specific requirements, and compliance with grammar rules, as well as to perform automated quality control and proofread the translation.

If the proposed deadline does not suit the translator or the deadline proposed by the translator does not suit the client, the vendor coordinator may try arranging a more complex option for completing the job:

- Schedule a partial delivery;
- Divide the job between several translators.

The vendor coordinator, together with the translator, can always either draw up a realistic plan to complete the job to the desired translation quality on time, or propose another deadline to the client.

### **4.2. Project Manager**

The Project Manager liaises with the client and the project team. Their job is to make sure that the translation is being performed according to the agreed plan, and, if something goes wrong, to coordinate the efforts of the team to deliver the project on time and within budget, and in accordance with the client's specific requirements.

If the translator faces an emergency situation, the general rule is to inform the project manager and jointly draw up an action plan. Examples of emergency situations are given in Section 5, "Translator Actions in Non-Standard Situations".

### **4.3. Editors and Other Participants in the Next Stages of Job**

After the translation is completed, other specialists may be involved to ensure compliance with quality standards and the client's specific requirements. This may be a copy-editor, a proofreader, and others.

These specialists edit the text and then generate a report on the changes made. This report is automatically forwarded to the translator by email. It is important to review the corrections, because sometimes a highly specific industry term or usage may be mistaken for an error.

In such cases, the translator cannot be held responsible. If the error can be detected before the translation is sent to the client, this will only be an additional positive point and will increase the likelihood of receiving job on this project in the future.

## V. Translator's Actions in Non-Standard Situations

### 5.1. Logic Issues in the Source Text

A translation of unacceptable quality is a translation which requires significantly more time for editing than scheduled. For example, if you need more than two hours to translate 300 words, this is a clear sign of unacceptable quality.

Using the web forms, report that you have received a translation of inappropriate quality, giving a few examples of major errors and your suggestions, for example:

*Here, obviously, English is not the original language, but a translation from one of the Romance languages. I think the original was in Spanish. The intermediate translation is poor: in many cases, one has to guess or double-check the actual meaning oneself on the Spanish site.*

*Given the current speed, I can't meet the deadline. Is it possible to extend it?*

The company is focused on long-term cooperation both with clients and partnering translators. You should not turn a blind eye to sticking points in a source text, but nor should you try to correct them through excessive efforts.

If you spend the whole night working on a job charged for one hour, and communicate this only upon delivery when the job may already be delayed, the project manager will be in a hopeless situation: the budget has been exceeded and the deadline has not been met. It is unlikely they will appreciate your "heroic" act, and agreeing upon a higher fee will not be possible. To avoid this situation, it is worth studying the job files in advance and during the project manager's working hours.

If you say nothing and do the work on a "do as much as I can" basis, this will also damage the business: your work has not been completed, although the project manager thinks that everything is fine. Most likely, we will receive a complaint from the client, or find an unusable Translation Memory in the next job within the framework of this project. The project will either be terminated or become incredibly inconvenient for translation: after all, errors that you did not report before will remain in your Translation Memory.

If you simply refuse a job, you will let the project manager down. We will waste time on a hasty search for at least some kind of replacement, which means that the quality of the end translation will be many times worse than what we and you could achieve together.

### 5.2. Inconsistency or Inaccuracy of Additional Materials

Sometimes it is difficult or impossible to use materials received from a client:

- a) The glossary contains grammatical errors, words of a completely general nature are used as terms, the glossary includes numbers, prepositions, articles, etc.
- b) The Translation Memory provided by the client contains an inaccurate, inconsistent, or erroneous translation, it presents stylistically unacceptable segments, etc.
- c) There is no consistency between the glossary provided by the client, the translation memory, and other reference materials.

In this situation, it is essential to notify the project manager of the problem immediately. He will communicate this information to the client or suggest an approach based on past experience in the project. Since the deadlines are often tight, the client's response may come after the completion of job.

Two approaches are usually taken:

- The client cancels the requirement for mandatory use of the glossary, requiring it to be used "where appropriate".
- The client insists on mandatory usage of the glossary; if it contains any errors, the translator must use the existing terms for this job and then provide a list of errors with the correct options and appropriate explanations.

The translator acts within the budget and time allocated to a specific job. Changing the terminology established by the client for the project is a separate job that can be discussed with the project manager.

### **Problems with CM and 100% Matches**

By default, it is understood that CM and 100% matches have already been approved and used in previous translations and that they do not need to be changed unnecessarily. It should be checked that, in terms of meaning, they fit the context, that there are no typos, discrepancies in numbers and other similar errors.

If a thorough check of such segments is necessary, the project manager will indicate this in the job instruction. Avoid making preferential edits. If you do not agree with the translation options originating from these matches, do not change them at your discretion. Instead, ask the project manager what should be done: perhaps the client wants to use precisely the option given, and you must strictly adhere to their instructions.

If you find a large number of errors in matches, immediately communicate this to the project manager. The project manager will inform the client and agree upon their expectations for processing such segments.

If you are not sure about the expectations for processing CM and 100% matches in a particular job, always ask the project manager again.

### **5.3. Abnormal Situation at Work or at Home?**

Notify the project manager as soon as possible about situations that adversely affect your performance. It is much more effective to develop a solution through joint effort: some jobs may be reassigned, others may be postponed, leaving you a smaller amount to translate. As a result, the job can be delivered on time with acceptable quality with little extra effort.

If you decide to be a hero by translating when suffering from a fever, with sick child, or on an IV drip in hospital, you are letting down the project managers. In addition, this act of heroism will not be appreciated, because the quality of job is bound to suffer and there is a high risk of missing the deadlines. As a result, the translator will feel his hard work is not being recognized, and the project will be at risk of cancellation.

**Translator's Statement:**

Please read the statement below, print and sign this page, and email it to us as a scanned image or digital photograph.

*I hereby state that I have read the Terms of Cooperation and shall comply with them when performing jobs received from InText Company, and that I am liable for the quality of each job performed in an amount not exceeding the full amount of the fee.*

*I hereby consent to the collection, processing and use of my personal data in accordance with the Law of Ukraine “On the Protection of Personal Data”.*

Full Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_