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Standard GuidePractice for Quality Assurance in Language Translation¹

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1. Scope

1.1 This practice addresses only language translation and excludes language interpreting. (See Practice ~~F2089~~, Practice for Language Interpreting.)

1.2 This ~~guidepractice~~ identifies factors relevant to the quality of language translation services for each phase of a translation project. ~~The guide project (pre-production, production, and post-production). It is intended for use by all stakeholders, with stakeholders who may have varying levels of knowledge in the field of translation.~~

1.3 This ~~guidepractice~~ is designed to provide a framework for agreements on specifications for translation projects. ~~Within this framework, the participants in a service agreement can define the processes necessary to arrive at a product of desired quality to serve the projects that will meet the needs and expectations of the end user.~~

1.4 This ~~guide practice~~ addresses the processes involved in professional translation services and does not provide specific translation quality metrics.

1.4 This guide also includes a list of specification parameters that shall be considered before work begins:

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1.5 Translation can be viewed in a number of contexts. This practice covers various types of translation, including conventional translation and translation in localization and transcreation (see Section 3).

1.5.1 One is that of globalization, internationalization, localization, and translation (GILT), which takes products or services created for one audience and makes them suitable to various foreign language audiences, whether in the home country or around the globe. In the case of products or services that are accompanied by or contain textual material, this process must be sensitive to cultural aspects of the geographic region and language of specific markets, sometimes referred to as locales.

1.5.2 Translation can also be viewed in the context of various government practices, including communicating an identical, uniform message to many locales at the same time, that is, not altering the message even slightly for individual locales, and, in information gathering, retaining the original flavor of the source text, purposely avoiding localization.

1.5.3 Finally, translation can be viewed in a more general context. Although much translation is done in a GILT context or for government purposes (for example, diplomacy, law enforcement, health and human services, security, and so forth), there are many other types of translation performed for the understanding of materials (for example, journals, letters, news broadcasts, and communications) that have been written in another language. Some types of translation may not include localization.

¹ This ~~guidepractice~~ is under the jurisdiction of ASTM Committee F43 on Language Services and Products and is the direct responsibility of Subcommittee F43.03 on Language Translation.

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1.6 This guide offers an organized collection of information and does not recommend a specific course of action. This guide cannot replace education or experience and should be used in conjunction with professional judgment. Not all aspects of this guide can be applicable in all circumstances. This ASTM guide is not intended to represent or replace the standard of care by which the adequacy of a given professional service shall be judged, nor should this guide be applied without consideration of a project's unique aspects. The word "Standard" in the title of this guide means only that the guide has been approved through the ASTM International consensus process.

1.6 This international standard was developed in accordance with internationally recognized principles on standardization established in the Decision on Principles for the Development of International Standards, Guides and Recommendations issued by the World Trade Organization Technical Barriers to Trade (TBT) Committee.

1.7 This guide does not address interpreting (also called interpretation), which involves spoken language as opposed to written language (see Guide F2089).

2. Referenced Documents

2.1 ASTM Standards:²

[F2089 Practice for Language Interpreting](#)

[F3130 Practice for Language Service Companies](#)

2.2 ISO Standards:³

[ISO 1087-1:2019 Terminology—Vocabulary—Part 1: Theory and Application Terminology Work and Terminology Science](#)

[ISO 17024:2012 Conformity Assessment—General Requirements for Bodies Operating Certification of Persons](#)

[ISO 9000:2015 Quality Management Systems—Fundamentals and Vocabulary](#)

2.3 DIN Standard:⁴

[DIN 2345 Translation Contracts](#)

3. Terminology

3.1 Definitions:

3.1.1 *adaptation*, *audience*, *n*—localization procedure through which the translator replaces a culture-specific aspect of a product, service, or document, such as a software utility, color, icon, or other cultural artifact from the source culture with an equivalent appropriate to the target culture to accommodate the expectations of the target audience. person or group of people to whom content is directed. <https://standards.iteh.ai/catalog/standards/sist/ca5b06dc-9e5d-46d5-b791-d44ec2154a17/astm-f2575-23>

3.1.1.1 Discussion—

In some cases, the translator may have to create or supply an equivalent when the source text refers to something that does not apply to the target culture, for example, replacing a graphic image of a Caucasian using a product with an image of an Asian using the product or replacing an English thesaurus with a French thesaurus. Note that the term adaptation is sometimes used to refer to the adaptation of a translation to fit a particular medium when the original cannot be changed or recreated to accommodate a complete and faithful translation (for example, adapting the translation of a video script to suit a video originally shot in another language). Also, the term adaptation is sometimes used in the sense of internationalization in which a source text is adapted to facilitate translation.

3.1.2 *aligned text*, *n*—source text that has been segmented and for which the segments have been paired with their individual translations.

3.1.2.1 Discussion—

The synonym is bitext when only two languages are involved, not parallel text or comparable text.

3.1.2 *backaudio translation*, *n*—retranslation of a translated text back into its source the process of rendering recorded speech in one language into a written text in another language.

3.1.2.1 Discussion—

A back translation will not result in a text that is identical to the source text, and furthermore, a back translation is not necessarily a good indicator of the quality of the translation.

² For referenced ASTM standards, visit the ASTM website, www.astm.org, or contact ASTM Customer Service at service@astm.org. For *Annual Book of ASTM Standards* volume information, refer to the standard's Document Summary page on the ASTM website.

³ Available from American National Standards Institute (ANSI), 25 W. 43rd St., 4th Floor, New York, NY 10036.

3.1.4 *computer-assisted translation, (CAT), n*—translation in which a variety of computer programs (tools) are used to support the task of human translation.

3.1.4.1 *Discussion*—

CAT tools include terminology extraction and management, text alignment, translation memory, term lookup showing context of use, indexing and frequency counts, and various specialized editing tools designed to protect code and facilitate translation of resource text.

3.1.5 *contraction, n*—natural decrease in the amount of text used in the target language to express the same semantic content (meaning) as compared to the corresponding segment in the source text. See *expansion*.

3.1.5.1 *Discussion*—

The translation for the same concept expressed in different languages may require a different number of words, such as *clase de natación* (three words, Spanish) versus *swimming class* (two words, English) versus *simlektion* (one word, Swedish).

3.1.3 *controlled language; bilingual editing, n*—subset of a language with restricted grammar, domain-specific vocabulary, and constrained style designed to allow domain specialists to formulate unambiguous texts pertaining to their subject field. process of comparing the initial translation to the source language content to verify that the translation fully conveys the source content in adherence to project specifications and generally accepted standards of professional practices.

3.1.6.1 *Discussion*—

Controlled language facilitates clear, concise, technical communication by for instance, adhering to a one term-one meaning principle. It can be accurately and efficiently analyzed by a computer, but is expressive enough to allow natural usage. Advantages can include consistency in style and reading level, reduced training times, increased readability for non-native speakers, as well as improved machine translation effectiveness and translatability for human translators.

3.1.4 *bilingual editor, n*—translator different from the original translator, proficient in the same language pair, who performs bilingual editing.

3.1.5 *client review, n*—see *third-party evaluation*.

3.1.6 *client reviewer, n*—see *third-party evaluator*.

3.1.7 *content, n*—written or spoken material and associated non-linguistic material, such as images and video.

3.1.8 *editor; correspondence, n*—bilingual member of the translation team who compares a completed translation to the source text for the purpose of validating the accuracy of the final target text, and gives detailed feedback; the extent to which a translation conveys the intended meaning of the source text.

3.1.7.1 *Discussion*—

In many cases, the editor can also be asked to make changes when necessary to improve the naturalness of the language or accommodate the specified register of the translated text. The editing function is sometimes confused with proofreading, which is essentially a monolingual activity. Furthermore, there are several terms other than editor (for example, reviser, reviewer, and so forth) used to designate persons who perform various aspects of the editing activity.

3.1.9 *desktop publishing, n*—see *formatting*.

3.1.10 *end user, n*—person who ultimately avails himself or herself of the translation, as opposed to various intermediate translation service providers who pass it on to the next client in a chain of suppliers (synonym—consumer; see also entity perceived to have a need or desire for the completed requester translation.);

3.1.9 *expansion, n*—natural increase in the amount of text used in the target language to express the same semantic content (meaning) as compared to the corresponding segment in the source text. See *contraction*.

3.1.10 *gisting, n*—translation of a text for the purpose of providing the user with a general idea of the sense of the original, but without emphasis on details or stylistic elegance.

3.1.10.1 *Discussion*—

Gisting may sometimes be synonymous with abstracting or summarizing, although gisting often reads less smoothly. Human

translators can be requested to indicate the gist of a text, or an unedited machine translation can sometimes be produced for this purpose. This type of translation is sometimes called an *indicative translation*.

3.1.11 *globalization (G11N), fluency, n*—the business processes and allocation of resources necessary for taking a product to various markets around the globe. property of a text that is cohesive, coherent, comprehensible, idiomatic, and uses syntax and vocabulary that appears natural to the intended recipient.

3.1.11.1 *Discussion*—

Globalization includes making decisions regarding internationalization, localization, sales processes, and so forth. The abbreviation consists of the first and last letters of the term, with the number 11 inserted between them, signifying the eleven letters between the G and the N.

3.1.12 *formatting, n*—process of reviewing and modifying, as necessary, the typography and layout of content.

3.1.12.1 *Discussion*—

Examples of elements that could be changed include font (color, size, and style), margins, pagination, and spacing.

3.1.13 *glossary, n*—terminological list of designations from a subject field, frequently with equivalents in one or more languages (from (see ISO 1087).

3.1.14 *internationalization (I18N), integration, n*—process of generalizing a product so that it can handle multiple languages and cultural conventions (such as non-Roman scripts, varying date/time/currency formats, and so forth) without the need for substantial modification. setting translated content into its environment.

3.1.14.1 *Discussion*—

Internationalization facilitates localization by building in flexibility. Internationalization can also be performed on a document, as opposed to a product, to facilitate translation. The abbreviation consists of the first and last letters of the term, with the number 18 inserted between them, signifying the 18 letters between the I and the N. Examples of integration environments may be documents, videos, applications, and websites.

3.1.14 *leveraging, n*—reuse of resources (for example, terminology, segment of translated text, or formatting templates) from previously translated text.

3.1.15 *linguist, n*—(1) a student or practitioner of linguistics, that is, of the science of language; (2) person proficient in more than one language.

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3.1.15 *locale, n*—in common practice, the language and the geographic region (for example, Spanish in Colombia versus Spanish in Spain) geographic region of a given target audience for a translation. audience.

3.1.15.1 *Discussion*—

Locale can also relate to other items of information such as often accompanies the language(s) of that locale relevant for the translation project, for example, Spanish for Colombia or French for Canada. The locale for translated content may also require changes in non-linguistic content, such as images, time and date formats, units of measurements, currencies, methods of payment, legally binding format restrictions, and international telephone codes, and so forth. codes.

3.1.16 *localization, (L10N), n*—cross-cultural communication process of preparing locale-specific versions of a product or service; consisting of translation of textual material into the language and textual translation approach that follows conventions of the target locale, and adaptation of nontextual materials as well as input, output, and delivery mechanisms target-language locale and adapts textual and non-textual content to meet the cultural, technical, and regulatory requirements of that locale.

3.1.16.1 *Discussion*—

Localization encompasses not only the translation and adaptation of computer software, but also the preparation of many types of products and services for particular locales. The abbreviation consists of the first and last letters of the term, with the number 10 inserted between them, signifying the ten letters between the L and N. is often used when adapting web content and software applications.

3.1.18 *machine translation (MT), n*—mode of translation in which a computer program analyzes a source text and produces a target text, typically without human intervention at the actual time of translation.

3.1.18.1 *Discussion*—

Except in the case of gisting, machine translation (also called *automated translation*) generally requires human participation before the computer processes the source text (called pre-editing) or after the translation is produced by the machine (called post-editing);

or both. In machine translation, the translator supports the automatic translation process by adapting the source text to accommodate the machine or by post-editing the target text to accommodate the human reader. In computer-assisted translation (CAT), the machine supports the translator.

3.1.19 *markup, n*—any text, tag, or code that is added to the data of a document to convey information about it (from ISO 1087).

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<p>
<a href="http://www.wmata.com/" target="_blank">
<strong>Metrorail</strong>
</a>
<p>The region's rapid transit system stops adjacent to Terminals B and C.
Metrorail fare cards may be purchased from machines at either of two
Farecard plazas located on Level 2 near pedestrian bridges that lead into and
out of Terminals B and C. A third Farecard plaza for disabled and other
passengers using elevators, is under the Metro platform, midway between the
north and south mezzanines.</p>
<p>Click here for a map of the <a href="http://www.wmata.com/metro/
systemmap.htm" target="_blank">
<b>Washington DC area Metro</b>.</a></p>
```

Normally Hidden Text Markup (Example of HTML Code from a Public Website in which the Markup Text Provides Formatting Instructions That Are Not Seen by the Viewer of the Corresponding Website)

3.1.20 *metric, n*—procedure providing a means of measuring the quality of a product or service that results in a composite numeric value.

3.1.21 *parallel text, n*—target language text that is comparable to the source text in terms of subject matter or text type (from DIN 2345, 3.2.3).

3.1.21.1 *Discussion*—

This is also known as comparable text.

3.1.17 *post-editor, monolingual editing, n*—translator who reviews a completed machine translation to validate the accuracy of the final target text with process of conducting a monolingual review of a translation without reference to the source text in order to ensure a defined degree of stylistic acceptability, and makes changes where necessary. fluency of expression, including style, cohesiveness, coherence, adherence to text type conventions, and accepted usage in the target language.

3.1.22.1 *Discussion*—

Different criteria for acceptability can be defined for machine-translated text depending on the needs of the end user.

3.1.23 *post-project review, n*—review and performance evaluation procedure conducted at the end of a project to determine how well the project conformed to original specifications (synonym—postmortem).

3.1.23.1 *Discussion*—

Post-project review is also designed to facilitate orderly project closeout. It can involve debriefing of project participants and integrating project resources (for example, terminology and translation memory data) into central data repositories so that they can be leveraged for later projects. This can help increase efficiency and ensure continuous improvement.

3.1.18 *project manager, monolingual editor, n*—person who coordinates the various aspects of the project and ensures their proper execution with high-level proficiency in the target language responsible for performing monolingual editing.

3.1.24.1 *Discussion*—

The project manager can be either external or internal, depending on whether the translation service provider is an external vendor or an internal department within the requesting organization. There are cases in which there is a project manager on the requester side and one on the translation services provider (vendor) side. In some cases, the project manager and the translator are the same person. The responsibilities of the project manager are to ensure that all the specifications are clearly defined, assign terminology research as needed, and coordinate the members of the translation team, such as the translator, editor, and the desktop publishing specialist. Coordination also includes assuring that the project is completed on time, on budget, and in compliance with the agreed-upon specifications.

3.1.19 *proofreader, n*—reader of printed or electronic target text whose task is to find person responsible for conducting a final monolingual check of the target text to detect and correct any typographical and formatting errors and verify whether the text is understandable and reads well in the target language without reference to the source text. errors.

3.1.26 *register, n*—set of properties associated with speech or writing that is characteristic of a particular type of linguistic text or speech and takes into account the nature of relationships among speakers, the subjects treated, and the degree of formality or familiarity of the text.

3.1.26.1 *Discussion*—

Register can be associated with texts or even individual words or terms. Typical kinds of register are formal, informal, diplomatic, scholarly, household, colloquial, vulgar, and so forth.

3.1.20 *requester, n*—individual, department, company, or organization placing an order for a translation. person or entity placing the order for translation services.

3.1.27.1 *Discussion*—

Requesters can be external, representing outside clients, or internal, representing other departments within a given enterprise.

3.1.28 *reviewer, third-party, n*—See *third-party reviewer*.

3.1.29 *sight translation, n*—oral translation, often impromptu, of a written text from one language to another in the presence of the end user with little or no prior examination on the part of the translator.

3.1.30 *source language (SL), n*—language from which a translation is produced.

3.1.30.1 *Discussion*—

The source language together with the target language are commonly known as a language pair.

3.1.31 *source text, (ST), n*—text to be translated (from DIN 2345).

3.1.21 *subject matter expert, n*—person with expertise in a subject area (for example, helicopters, nuclear waste); responsible for conducting a monolingual review of the target text to ensure domain accuracy and appropriateness of terminology and cultural nuances in the target language.

3.1.33 *target language (TL), n*—language in which the translation is written.

3.1.34 *target text (TT), n*—text produced as the result of the translation process (from DIN 2345).

3.1.22 *term extraction, subtitling, n*—identification and compilation of translation-relevant single or multiword terms from monolingual or aligned bilingual texts; process of transferring recorded speech or signs from one language into another in written format for the purpose of projecting on a screen.

3.1.35.1 *Discussion*—

Term extraction utilities are CAT tools designed to leverage terminological data as opposed to general language words found in new source texts or existing translations or parallel texts. Term extraction can also be performed manually.

3.1.23 *terminology, summary translation, n*—set of designations belonging to the language of a given subject field; process of understanding, analyzing, and condensing content in one language to produce a concise version in a written format in another language.

3.1.36.1 *Discussion*—

Designations can include single-word terms, multiword terms, phrases, collocations, or even formulae.

3.1.24 *terminology database, termbase, n*—terminology database containing data related to concepts or their designations or both (from ISO 1087) (synonyms—terminological database and termbase)—(see ISO 1087).

3.1.25 *text type, testing, n*—class to which a text is assigned based on its function, format, or the specific intention of the author with respect to the target audience; process of evaluating the functionality, linguistic appropriateness, and cosmetic aspects of target content.

3.1.38.1 *Discussion*—

Text types can include, for instance, maintenance manuals, business letters, scholarly articles, or contracts; treaties, powers of attorney; engineering blueprints, user and product manuals; patient records, patient instructions, informed consent forms; annual reports, and financial statements.

3.1.26 *third-party evaluation, n*—process of verifying that target content meets specifications conducted by a person or group of people that did not perform the translation, bilingual editing, monolingual editing, or proofreading tasks.

~~3.1.27 *third-party reviewer, evaluator, n*—person assigned by the requester or supplier to evaluate a completed translation for quality or end-user suitability. content expert consulted for their feedback on the finalized translation.~~

~~3.1.27.1 *Discussion*—~~

~~When the third-party reviewer is located in the target locale, this person is often known as an in-country reviewer. Third-party evaluators should have similar credentials to the translator.~~

3.1.28 *transcreation, n*—translation approach that often adds, subtracts, or adapts textual and nontextual content to produce a particular effect on the target audience.

3.1.28.1 *Discussion*—

Transcreation is often used for marketing content.

~~3.1.29 *translation, transcription/translation, TT, n*—~~<product>~~ result of the translation process (from DIN 2345). process of writing down recorded speech in one language (transcription) and then transferring the resulting written content into another language (translation).~~

~~3.1.30 *translation, n*—~~<process>~~ process comprising the creation of a written target text based on a source text in such a way that the content and in many cases, the form of the two texts, can be considered to be equivalent. process of transferring content from one language into another in written form; also, the product of this process.~~

~~3.1.41.1 *Discussion*—~~

~~As opposed to interpreting, which involves the mediation of oral or gestural expression, translation involves written documents.~~

~~3.1.42 *translation competence, n*—ability to translate the source text into the target language completely and accurately by choosing an equivalent expression in the target language that both fully conveys and best matches the meaning intended in the source language for the intended audience and purpose.~~

~~3.1.43 *translation memory (TM), n*—text-based resource consisting of aligned text segments (translation units) stored by a translation memory tool.~~

~~3.1.31 *translation memory tool, error, n*—computer program that facilitates comparison of new source text segments to previously translated source text in order to link them to existing translations. lack of correspondence between the source text and the target text or failures in use of the target language according to standard norms.~~

~~3.1.44.1 *Discussion*—~~

~~Translation memory tools align and store translated source texts paired with their respective target texts in machine-readable form for use in later translation projects.~~

~~3.1.32 *translation quality, grade, n*—degree to which the characteristics of a translation fulfill the requirements of the agreed-upon specifications. level of correspondence and fluency.~~

~~3.1.33 *translation service provider, n*—company, department, or individual approached by the requester, providing professional translation services into one or multiple languages for the requester. person or organization that specifically manages the provision of translation services, regardless of organizational form.~~

~~3.1.33.1 *Discussion*—~~

~~From the perspective of the requester, an outside translation service provider is often called Businesses providing such services are known as language service companies (LSC) (see Practice F3130 a translation vendor).~~

~~3.1.47 *translation team, n*—group of specialists assembled for the purposes of managing and producing a translation project, made up of, for example, a project manager, translator(s), editor(s), proofreader(s), and possibly a terminologist, desktop publisher, graphic artist, software engineer(s), post-editor(s), and so forth.~~

3.1.34 *translator, n*—communication specialist who produces the target text.person who performs the translation of the source content into a target text written in another language, according to the agreed-on specifications and generally accepted standards of professional practice.

3.1.49 *word count, n*—number of words in a text, that is, in the body, header, footer, text boxes, and so forth; more generally, the number of words in the content to be translated.

3.1.49.1 *Discussion*—

In some markets, translations can be billed based on the word count of the source or the target text, whereby one word is generally a single string of characters, including symbols and so forth between two blank spaces. In syllabary languages (for example, Korean) and logographic languages (for example, Chinese), there is no clear automatically recognizable separation between words. As a consequence, translation into these languages is frequently billed on the basis of character count.

4. Significance and Use

4.1 *Audience*—This guide practice is intended to serve requesters and end users of translation, providers of such services, either internal or external, and apply to all translation projects regardless of the translation service provider selected (see Section 7 training institutions, so as to facilitate clear communication, thereby avoiding potential losses in time, money;). This practice does not apply to spoken or signed interpreting services. For interpreting, please consult Practice F2089 and quality during the life of a translation project., Practice for Language Interpreting.

4.2 Every translation project consists of three phases: pre-production, production, and post-production (see Section 6). Needs and requirements vary from project to project, hence not all roles listed in the swim lane diagram provided in Section 6 or all of the processes outlined in Sections 9 and 10 will be required necessarily in every project. Requesters should conduct a Needs Analysis (see Section 5) to determine what type of translation is needed and to select a translation grade.

4.3 *Translation Supply Chain*—The end user of a translation (the person who actually reads the target-language text) is often not the person who requests the translation. The requester, who can be an individual or hold nearly any position within an organization, may not know the target language or even the source language and thus may not be able to in the pre-production phase, follow those specifications during the production phase, and evaluate the translation personally. Likewise, the translation service provider contacted by the requester may not be the person who actually translates the document. Thus, it is important to have a standard guide for relationships between the requester and the translation service provider(s) so that certain questions are answered before starting a translation project—questions for which answers are critical to the successful delivery of a quality translation through the translation supply chain to the end user. That chain often includes the following parties: end user, requester, project manager, translator, editor, and any other additional personnel needed to complete the project (please see definitions in Section project according to those specifications in 3). In some cases, the same person may perform more than one function. For example, the end user and the requester can be the same person, and the project manager and the translator can be the same individual.the post-production phase.

4.4 The process of translation begins with source content in one language and results in the creation of a target text in another language. The aim of the process is to produce a target text (called the translation) that corresponds to the source content, according to specifications agreed upon in advance following the steps provided in Section 8.

4.5 *Importance of Specifications*—Quality translation cannot be defined on the premise that there is only one correct, high-quality translation for any given source text. Certainly, there can be many different incorrect translations, but there can also be a variety of correct ones, depending on the specifications defined for a given project and the choices made by the individual translator. This guide includes This practice provides a list of parameters (see in Section 8) that need to that shall be addressed and documented in writing to obtain a set of specifications that can be used to create and evaluate the quality of a particular translation. Specifications are defined in terms of the purpose of the translation and the needs and expectations of the end user. A set of specifications is not a metric, but could be used as the basis for defining a metric.requester and end user. There can be many correct translations, depending on the specifications defined for a given product and the choices made by the translation service provider.

5. Needs Analysis

5.1 This section describes the initial factors that a requester of translation services should consider when planning a translation project. The involvement of a translation service provider in selecting a translation grade is strongly recommended, except in the case of a seasoned requester.

5.2 Identifying the Use Case:

5.2.1 First, the use case, also known as the scenario, is identified, which is necessary to select the minimum translation grade required. A use case is comprised of subject field, type of text, topic, audience, and purpose.

5.2.2 Source Content and Format:

5.2.2.1 What are the subject field, type of text, and topic of the source content (for example, a chemical engineering journal article about fertilizers or a financial report about company status)?

5.2.2.2 Is the source content machine-processable text (for example, a Word, Excel, or HTML file)? If not, what is it (for example, a paper document, such as a fax or a scanned image, an audio or video recording, etc.)? Text that is not machine-processable may require pre-processing, such as transcription.

5.2.3 Audience and Purpose:

5.2.3.1 Who is the intended audience of the translated text?

5.2.3.2 What is the intended purpose of the translated text? This can differ from the purpose of the source content (for example, a translation may be intended to help students learn about a topic even though the source was written for an entertainment purpose.).

5.3 Translation Grades:

5.3.1 This standard suggests using three grades of translation: high, medium, and low, and is focused on high-grade translation. A translation grade is selected in terms of required levels of correspondence (consisting of accuracy and terminology) between the source and target text and fluency of the target text (conformity with target-language writing standards), relative to the use case identified.

5.3.2 High-grade translation is defined as a target text that completely corresponds to the source text or has no significant translation errors and is fully fluent or at least highly readable.

5.3.3 Low-grade translation is defined as a target text where either there are significant deficiencies in correspondence, or the fluency of target-language expression is so deficient that only the general topic of the text can be understood. However, even low-grade translation must support the use case.

NOTE 1—Grade selection is made independently of the means by which the translation is produced.

5.4 Risk Analysis:

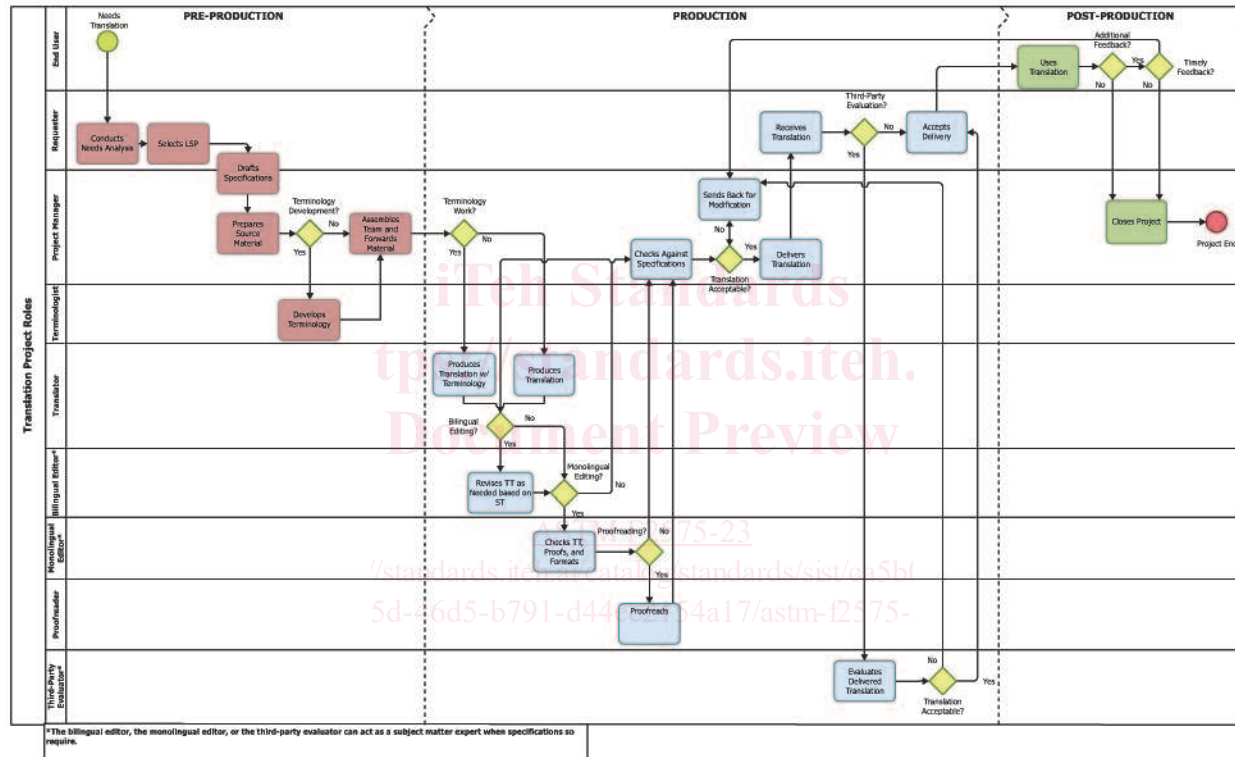
5.4.1 What risks are associated with the selected grade for a given use case? Selecting a grade also involves considering risk of damage to people, reputation, or equipment caused by translation errors. Potential distribution of confidential data is also an aspect of risk. Low-grade translation, by definition, is much more likely than medium-grade or high-grade translation to contain significant correspondence and fluency errors.

5.4.2 The following are examples of types and levels of risk: *high legal risk*: a translation error in a legal document changing the ownership of an asset, which company bears liability, etc., or a translation error in a user manual causing potential personal injury or property damage; *high reputation risk*: a translated text intended for prominent advertising in a widespread medium; *low legal risk*: translated online software help).

NOTE 2—The parameters laid out in this standard assume high-grade translation.

6. Introduction to Translation Overview of a Translation Project

6.1 Three Phases of a Translation Project:



⁵For instance, the ILR Skill Level Description for Translation Performance document (referenced in Appendix X1) describes performance levels for translators ranging from 0 (zero) for a person who has no practical ability to translate even isolated words, to 5 (five) for a master translator held in high regard by peers.

FIG. 1 Three Phases of a Transition Project

6.1.1 Pre-Production Phase—The requester and the service provider discuss requirements and expectations to ultimately agree on specifications for the translation project (see Section 8).

6.1.2 Production Phase—Translation project team members carry out the work according to the specifications agreed upon during the pre-production phase (see Section 9).

6.1.3 Post-Production Phase—Translation project team members review and evaluate the translation against updated specifications (see Section 10).

6.2 The process of translation begins with a text (called the source text) and results in the creation of a text (called the target text) in another language. The aim of the process is to produce a target text (called the translation) that corresponds to the source text, according to the criteria agreed upon in advance. Translation Project Process:

6.2.1 For the purposes of this guide, quality The swim lane diagram shown as Fig. 1 is defined as the degree to which the characteristics a graphic representation of the typical flow of a translation fulfill the requirements of the agreed-upon specifications (based on the ISO 9000 definition)-project, including the typical roles that may be needed in the order of typical process flow.

NOTE 3—Some roles may not be necessary depending on the complexity of the translation project. Not all roles are mutually exclusive, and, in some cases, the same individual may perform multiple roles.

6.2.2 Although quality is defined in an extremely flexible manner as adherence to agreed-upon specifications, the process described in the production phase should be followed if high quality is desired. At a minimum, project management, translation, and editing tasks performed by highly qualified individuals at all stages should be considered the default to obtain a translation that meets high quality standards. Any deviation from these defaults should be considered only for very specific purposes when a particular type of quality is acceptable because of the particular needs of the requester. All parties shall agree in full to any such deviation to ensure that the appropriate type of quality is specified and delivered to all parties' satisfaction. The following is a description of the swim lane diagram in narrative form:

- (1) The end user and the requester (who may be the same individual) determine that there is a need for translation.
- (2) The requester conducts a needs analysis (see Section 5).
- (3) The requester selects a translation service provider (see Section 7).
- (4) The requester provides source content and works in consultation with the translation service provider to draw up specifications for the translation project (see Section 8).
- (5) The project manager prepares the source content for translation (see 8.4.1.1). In the course of this preparation, the decision is made whether terminology development is necessary.
- (6) If terminology development is necessary, the project manager sends the source content to the terminologist for development of terminology (see 8.3.8).
- (7) The project manager assembles the project team and forwards the content to the translator. This may include the terminology work from the terminologist, if specified.
- (8) The forwarded content will specify whether or not the translator will also produce terminology in the course of the translation.
- (9) The translator receives the forwarded content and produces the translation with terminology work (see 9.3) or without terminology work (see 9.6), according to specifications.
- (10) If bilingual editing is specified, the translated content is forwarded to the bilingual editor.
- (11) The bilingual editor revises the target text as needed based on the source content (see 9.7).
- (12) If monolingual editing is specified, the content is forwarded to the monolingual editor.
- (13) The monolingual editor checks, proofreads, and formats the target text (see 9.8).
- (14) After translation and any specified editing, the target text is delivered to the project manager.
- (15) The project manager checks the target text against the specifications (see 9.14) and decides whether it is acceptable.
- (16) If the target text is unacceptable, the project manager returns the target text to the bilingual editor or the monolingual editor, or both, for revision. In this case, the process repeats starting at point 11.
- (17) If the target text is acceptable, the project manager delivers the translation to the requester.

7. Selecting a Translation Service Provider

NOTE 4—If you have already chosen a translation service provider, please go to Section 8.