

HOW TO FILL IN A SCORECARD (LQA STEP)



“To look at the work of your peers, and learn how to explain with kindness and precision, the nature of their mistakes is, in fact, how you learn to diagnose your own work.”

— Steve Almond

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WHAT IS A SCORECARD?

As part of our customers' Language Quality Assurance (LQA) programmes, revisers and translators might be asked to fill in a scorecard.

When filling in a scorecard, you should try to be as objective as possible on your work and reject any errors that cannot be classified as actual errors or that were due to circumstances outside of your control, such as:

- Unclear or lack of reference material/TB
- Technical issues outside of your reasonable control

When commenting on a scorecard, you should make sure you have all material needed, such as TB you used during the translation/revision.

An LQA scorecard is used to assess translation quality as objectively as possible. LQA scorecards usually include:

- A box where the LQA result is shown. This might be FAIL, PASS, BORDERLINE FAIL, BORDERLINE PASS.
- Score
- Global overview about the quality
- Detailed descriptions of the errors

As global overview about the quality, the scorecard will usually include:

- **General comment:** A comment concerning the overall quality of the translation according to the reviewer;
- **Score:** The score automatically generated by the Excel sheet after having filled in the scorecard which, based on the number of revised words and the severity of the highlighted errors, generates a numerical result that matches to the quality of the project.

The actual errors are usually displayed into columns where different parties can comment on changes:

- **Source text:** Where the original text in the foreign language is displayed;
- **Existing translation:** Where the original submitted translation is displayed;
- **Suggested translation:** Where the customer reviewer edits the original translation in order to correct potential errors or to enhance style;
- **Severity:** This is where the seriousness of the issues is displayed (how much a specific error spoils the final result);
- **Error type:** The category of the highlighted error;
- **Comments:** Where the reviewer explains why the suggested translation should be implemented;
- **Translator's comment:** Where the original translator (or reviewer depending on the task) will generally need to agree or disagree with the changes made by the customer reviewer and add any comments / evidence to support any disagreement.

ERROR SEVERITY

Once the reviewer finds the error, he or she decides how to edit existing translation and then decides the error severity.

Generally, an LQA scorecard contains these severity categories:

- 1) **Critical:** Unforgivable translation errors belong to this category. We are talking about an exceptionally serious error. Examples: a mistranslation that could lead to liability, health, or safety issues, etc.
- 2) **Major:** Errors that compromise the ability to understand a text meaning or purpose, they have a serious but not lethal impact on accuracy and quality. Examples: significant deviation from the source text meaning, ungrammatical translation, clear violation of Style guides, errors that appear numerously repeated, etc.
- 3) **Minor:** These are minor errors that also affect the expected quality of the text Errors, that **will be noticeable** to the reader but **will not** confuse or mislead.
- 4) **Preferential/Suggestion:** These are purely stylistic changes, based on the personal preferences of the reviewer and added in order to improve the smoothness or effectiveness of the text. They have no impact on the final score or quality. Target text enhancement, no weight given to these kind of issues (translation is correct).
- 5) **Duplicate:** Errors that are repeated throughout the document, so that they are counted only once in the calculation of the final score.

ERROR TYPE

They can vary a lot depending on the account, but generally they differ in:

Accuracy: Errors affecting the accuracy of the final text, i.e.

- Mistranslation** → The translation does not convey the original meaning, wrong translation;
- Omission/Addition** → Some text has been added/omitted which was not in the original text, untranslated text;
- Number mismatch** → Number mismatch between source and target text (critical in medical/financial texts);
- Inconsistency** → Internal inconsistency in the translation.

Language quality: Purely linguistic errors, i.e.

- Typo** → Spelling errors, added/missing spaces, etc.;
- Grammar and/or Syntax** → Wrong singular/plural concordance, wrong sentence structure, etc.;
- Capitalization** → Wrong capitalization;
- Punctuation** → Wrong use of punctuation in target text;
- Style/Fluency** → Target text readability is low, style issues which are not in the style guide but are still an issue.

Compliance: Glossary/instructions/style guide non-adherence errors, i.e.

Terminology → Inconsistency with client provided glossary and/or other reference material;
Style Guide → Inconsistency with client provided style guide;
Instructions → Client provided instructions have not been followed (i.e. wrong format deliverables, etc.);
Industry Standard → Translation deviates from industry standard terminology and guidelines (i.e. project glossaries).

HOW TO FILL IN A SCORECARD **AS A REVIEWER**

Reviewer must specify the reasons for his/her corrections.

- It is essential to write the comments in English (so that they are understandable to everyone involved in the project and not just the linguists).
- Always use a polite and formal tone, i.e.: *Target segment contains a typo. Please make sure to run spell check before delivery.*
- Always provide a reference from reliable sources for the reasons behind your choices. Es. *Please consider here “noleggio” would be more suitable to the context. Please check following link: (<http://www.treccani.it/vocabolario/noleggio/>).*
- Even in case of stylistic changes, it is appropriate to specify why they were necessary. Es: *Target text sounds unidiomatic/awkward to a native speaker. Or This is a usual way to express source text meaning in Italian: XYZ is more idiomatic.*
- In case of any references (images, glossaries, etc.), always check that the translation is consistent and accurate. If not, report the error, for example: *Target text does not match product image. or Target text does not match project glossary.*

DO

- Always explain the reasons for your changes
- Add references to support your statement
- Keep in mind that what you write must be easy to understand also for people who do not speak your native language and add translations in your explanations if you need to.

DO NOT

- Write comments in Italian
- Write abrupt comments (i.e. *This is not correct.*)
- Consider personal opinions as indisputably true (i.e. *I think this is wrong.*)

Eventually, write a general comment about overall translation quality. A couple of sentences are enough: the important thing is not to neglect any aspect of the translation.

An example of **positive feedback** could be:

Overall translation quality is good: style is fluent and terminology is consistent. No minor errors have been detected.

An example of **negative feedback** could be:

Overall translation does not meet expectations: some segments contain minor errors concerning language and accuracy, while style is not always idiomatic and general client tone is not totally conveyed.

HOW TO REPLY TO A SCORECARD AS A TRANSLATOR

When replying to a scorecard, always take into account the same rules explained above:

- Always reply to a comment in English
- Do not write abrupt or rude comment, but remember to be polite and state clearly why you think your translation works better
- Do not take your own opinion as something certainly true (always add a link or a reference to support your ideas)

Even when you agree with the reviewer, do not just write “Ok”, but try to be more proactive and polite.

For example, you could say:

- *Agree. Thanks for reporting.*
- *Agree. Thanks for your suggestion.*
- *Agree. This will be taken into account for future projects.*
- *Agree. This will be added to QA checks.*

EXAMPLES OF COMMENTS FOR INSPIRATION

If you do not agree with the reviewer instead, here’s a list of some examples of possible replies to a scorecard, divided by error category:

Accuracy

Source	Original Target	Revised Target	Reviewer’s comment	Error Type	Severity	Translator’s comment
No one suspects that powerful forces are pulling his strings.	Nessuno sospetta che sta tramando qualcosa per conto di poteri forti.	Nessuno sospetta che sia stato inviato da forze potenti.	The expression 'poteri forti' has not only a very negative connotation, but relates to governments and also to powerful lobbies, rephrased the sentence, for a better and more natural	Accuracy	Minor	Please consider that it is clear we're talking about "company system" (source does not make this explicit neither since it can be well deduced by audience who have read previous sentences). We agree with the "potere forti" argument, but we also think that "forze potenti" might have some sort of fantasy vibes. What about "fonti potenti"?

			structure in Italian.			
Season 1 Ep 2 - Social Hour (Social Media)	Stagione 1 Ep 2 - Tempo di social (Social media)	Stagione 1 Ep 2 - L'ora social (Social media)	Mistranslation for 'hour' translated as 'time'.	Accuracy	Minor	Thanks for raising this. However, please consider this choice has been made on purpose since "L'ora social" sounds a bit awkward while "Tempo di social" wants to convey the idea that we are in the social media era, with all the considerations - even concerning security - that this should take.
We re-join the story as the company announces an exciting, top secret AI project that makes Alexa look like a 'Speak and Spell'.	La storia riprende con l'annuncio da parte dell'azienda di un emozionante progetto top secret di IA che fa sembrare Alexa un giocattolo per bambini.	La storia riprende con l'annuncio da parte dell'azienda di un emozionante progetto di IA top secret che fa sembrare Alexa un 'Grillo parlante'.	The toy reference, which exists in Italian, was missed and paraphrased (error flagged here).	Accuracy	Minor	Please consider we specifically decided to use a more general reference because il "Grillo Parlante" is a toy that does not ring a bell to all generations: some people might think of the Talking Cricket of Pinocchio and this is not what the text refers to: for this reason, we decided to use the generic expression "a toy for kids". Although it is not as specific as source text, it does convey source text meaning. Please take this into account.

Language Quality

Source	Original Target	Revised Target	Reviewer's comment	Error Type	Severity	Translator's comment
Review and follow your organization's social media and security policies!	Consulta e rispetta le politiche in materia di social media e sicurezza della	Consulta e rispetta le politiche in materia di social media e	The term 'organizzazione' in Italian is not a synonym of 'company'.	Language	Minor	Please consider that "organization" and "company" are neither totally synonyms in English and "organization" is translated as

	tua organizzazione.	sicurezza della tua azienda.				"organizzazione" according to several glossaries (e.g. Microsoft glossary). Please consider this as a preferential change.
Mark is finding his way amidst super-friendly, supportive co-workers and office politics.	Mark sta iniziando ad ambientarsi nel suo nuovo ufficio, tra colleghi amichevoli e collaborativi e politiche aziendali.	Mark inizia ad ambientarsi nel suo nuovo ufficio, tra colleghi amichevoli e collaborativi e politiche aziendali.	The structure of 'sta iniziando ad ambientarsi' is heavy and inadequate to the sentence fluency.	Language	Minor	Please consider "sta iniziando ad ambientarsi" is idiomatic and used by target audience in the same way as "inizia ad ambientarsi". Please consider this a preferential change: "sta iniziando" really gives the impression that the main character has just started his adventure
At least...that's how it looks on the outside.	O almeno... Così sembra.	O almeno così sembra.	I would suggest to remove the three dots in the translation. The sentence would sound much more natural without.	Style	Minor	Please consider this choice has been made on purpose since this is really a common strategy to raise hype in synopsis. We are glad to take this into account for future projects, but please consider this a preferential change.
Illegal Web sites	Siti Web illegali	Siti web illegali	Unnecessary upper case in 'web'.	Capitalization	Minor	We're going to implement it, however could you please lower severity to preferential? It is also a common practice to write "Web" capitalized in IT contexts.

Compliance

Source	Original Target	Revised Target	Reviewer's comment	Error Type	Severity	Translator's comment
In the event of an incident,	In caso di incidenti	In caso di problemi	"incidenti" is a literal translation (accident, car accident, car crash) not adequate in context	Terminology	Minor	Please notice we do not think "incident" refers to a generic issue here, but rather to what in Italian is actually called "incidente informatico". MS glossary uses this term as well.

<p>You must close your browser window to record your training results.</p>	<p>Per registrare il risultato del corso è necessario chiudere la finestra del browser.</p>	<p>Per registrare il risultato del training è necessario chiudere la finestra del browser.</p>	<p>Inconsistent translation of "training".</p>	<p>Compliance</p>	<p>Minor</p>	<p>Please notice the term "training" is found only twice within the three documents. In this specific sentence we chose to translate it as "corso" based on a feedback for a previous project.</p>
<p>This means making sure that all important items like printed material, or password lists are kept out of sight and locked away.</p>	<p>Vi assicurerete che tutti i documenti importanti, come materiale stampato o liste di password, siano nascosti e al sicuro.</p>	<p>Fate in modo che tutti i documenti importanti, come materiale stampato o liste di password, siano nascosti e al sicuro.</p>	<p>The verb style here is inconsistent with previous segments (imperative, present).</p>	<p>Compliance</p>	<p>Minor</p>	<p>Please notice this solution was intended. It is not aimed to give another order, but to explain the consequences of adopting a clean desk policy (previous segment).</p>