

# QUALITY ASSURANCE PROTOCOL



**KTL** COMMUNICATIONS LLC

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## QUALITY ASSURANCE AT KTL

**WHAT IS QA Process?** A Quality Assurance process is an industry standard approach to objectively assess and measure the linguistic quality of translation and editing and to monitor and effectively control the results over a period of time.

Quality assurance mechanism has been set in place to ensure that the translation quality standards are met. KTL quality assurance mechanism consists of two major components:

- Quality control
- Final quality inspection

As a company offering one stop translation services, our role is to help our clients communicate with markets of different cultures, transmitting the concepts and ideas of their products and marketing with a very clear goal. With this goal in mind, KTL has defined its business philosophy in eight points:

-  Selection of highly qualified professionals
-  Balance between time and quality
-  Technological innovations
-  Guaranteed timely delivery
-  Non-Disclosure Agreement
-  Translation adapted to objectives
-  Open and honest communication with the customer
-  Definition of workflow

## CUSTOMIZED QA PROCESS

We work tirelessly and creatively to ensure the job gets done right, every time.

KTL Communications attributes the superior quality of its translation services to the implementation of its customized and proprietary quality assurance process, produced by the top managers and linguists in the industry. We have created a practicum of quality assurance norms and standards as relevant to the translation services industry.

## EXPERT LINGUISTS

Our quality assurance policy begins with our rigorously trained & certified translators who are native in the target language, expert in cultural application, and have years of high level professional experience in the related industry. We scrutinize the resumes of translator applicants and verify their experience to the best of our abilities. Translator's capabilities are measured by a test translation in their field of expertise. We use the SAE J2450 scoring model to assess translator's skills. Translators are added to our pool once their "Overall Document Weighted Score" is within the passing range. Translators' evaluation is done on a continuous basis & every piece of work a translator completes for KTL is assigned a score. These scores accumulate & factor into our selection process for every job. In this way we run a statistically driven process of routinely grading our certified & non-certified translators to ensure they meet our translation standards. In few cases if the translators carry an associate degree only, we may accept them in our pool if they have significant experience in translation (10 years or more) and are able to provide 3 professional references and samples of their work and pass our test.



## REDUNDANT REVIEW PROCESS

Our quality assurance policy employs a series of redundant reviews to ensure that both the word and its meaning are accurately translated. In this way, we preserve the original intent of the document. Should the complexity of the project require additional levels of quality assurance, we customize the process to fit the needs of the client.

## THE TRANSLATION QUALITY INDEX (TQI)

KTL Communications applies SAE recommended practice J2450-Translation Quality Metric. J2450 is a consistent and well recognized method for measuring translation quality. This metric has 7 error categories each having two scoring levels i.e. serious and minor.

Below is a summary of error categories as mentioned in the SAE translation metric J2450, issued December 2001.

**A. Wrong Term: (WT)** A wrong term is any target language term that

- a. violates a client term glossary
- b. is in clear conflict the de facto standard translation(s) of the source language term in the automotive field,
- c. is inconsistent with other translations of the source language term in the same document or type of document unless the context for the source language term justifies the use of a different target language term, for example due to ambiguity of the source language term;

*Serious weight: 5, Minor weight: 2*

**B. Wrong Meaning: (WM)**

- a. Denotes a concept in the target language that is different from the concept denoted by the source language.
- b. A translation that contradicts the meaning of the original.

*Serious weight: 5, Minor weight: 2*

**C. Omission: (OM)** An error of omission has occurred if

- a. A continuous block of text in the source language has no counterpart in the target language text and, as a result, the semantics of the source text is absent in the translation;
- b. A graphic which contains source language text has been deleted from the target language deliverable.

*Serious weight: 4, Minor weight: 2*

**D. Structural Error: (SE)** A structural error comprises the following instances of syntactic errors, incorrect word structure, or agreement errors:

- a. A source term is assigned the wrong part of speech in its target language counterpart.
- b. The target text contains an incorrect phrase structure, e.g a relative clause when a verb phrase is needed.
- c. The target language words are correct, but in the wrong linear order according to the syntactic rules of the target language.

An otherwise correct target language word (or term) is expressed in an incorrect morphological form, e.g. case, gender, number, tense, prefix, suffix, infix, or any other inflection.



- d. Two or more target language words disagree in any form of inflection as would be required by the grammatical rules of that language.

*Serious weight: 4, Minor weight: 2*

**E. Misspelling: (SP)** A misspelling has occurred if a target language term

- Violates the spelling as stated in a client glossary.
- violates the accepted norms for spelling in the target language,
- Is written in an incorrect or inappropriate writing system for the target language.

*Serious weight: 3, Minor weight: 1*

**F. Punctuation Error: (PE)** The target language text contains an error according to the punctuation rules for that language.

*Serious weight: 2, Minor weight: 1*

**G. Miscellaneous Error: (ME)** any linguistic error related to the target language text which is not clearly attributable to the other categories listed above should be classified as a miscellaneous error.

*Serious weight: 3, Minor weight: 1*

**Figure 1.1: J2450 score sheet.**

J2450 score sheet	
Date	
Source and target language	
Sample ID	
Customer reference	
Quantity of words in source text "	
Document type	
Subject area	
Translator	
Reviser	

**Note:** Only yellow marked cells are editable. All summarizations and score-calculation will be done automatically.

Error type	Number of occurrences			Category Weighted Score
Wrong Term (WT)	serious (*5)	+	minor (*2)	= 0
Wrong Meaning (VM)	serious (*5)	+	minor (*2)	= 0
Omission (OM)	serious (*4)	+	minor (*2)	= 0
Structural Error (SE)	serious (*4)	+	minor (*2)	= 0
Misspelling (SP)	serious (*3)	+	minor (*1)	= 0
Punctuation Error (PE)	serious (*2)	+	minor (*1)	= 0
Miscellaneous Error (ME)	serious (*3)	+	minor (*1)	= 0
<b>Document Score:</b> (sum of total weighted scores ÷ number of words in source language document)				
Sum of Total Weighted Scores: 0				
<b>Overall Document Weighted Score:</b> 0.000 0.00%				



## QA CHECK LISTS

Certain projects require additional checks to ensure the required parameters were met during the conversion (translation). We ask our translators and reviewers to fill out our check lists for accuracy, fluency, format and overall tone.

<b>KTL COMMUNICATIONS LLC</b> <b>Translation Authentication Form (TAF1)</b>																							
Date																							
Source & Target Language																							
Customer Reference																							
Quantity of words in source text*																							
Document Name																							
Subject Area																							
Translator/Authenticator/Revisor																							
<p>Only yellow marked cells &amp; check boxes are editable.</p> <p><b>Assessment of the translation</b></p> <p>Please grade the translation you have just revised by giving a mark for each category below using the following scale: <u>(1) = very good (2) = good (3) = Fair (4) = unacceptable</u></p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="background-color: #e6f2ff;">Terminology</th> <th style="background-color: #e6f2ff;">Comprehension</th> <th style="background-color: #e6f2ff;">Grammar</th> <th style="background-color: #e6f2ff;">Spelling</th> <th style="background-color: #e6f2ff;">Overall Quality</th> <th style="background-color: #e6f2ff;">Other</th> </tr> </thead> <tbody> <tr> <td style="background-color: #ffffcc;"></td> <td style="background-color: #ffffcc;"></td> <td style="background-color: #ffffcc;"></td> <td style="background-color: #ffffcc;"></td> <td style="background-color: #ffffcc;"></td> <td style="background-color: #ffffcc;"></td> </tr> </tbody> </table> <p>Please answer the following questions regarding the style of the translation:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="background-color: #e6f2ff;">Question</th> <th style="background-color: #e6f2ff;">Answer</th> </tr> </thead> <tbody> <tr> <td style="background-color: #ffffcc;">Is the translated text adapted to the target group?</td> <td style="background-color: #ffffcc;"> <input type="checkbox"/> YES           <input type="checkbox"/> NO         </td> </tr> <tr> <td style="background-color: #ffffcc;">Is the overall readability good?</td> <td style="background-color: #ffffcc;"> <input type="checkbox"/> YES           <input type="checkbox"/> NO         </td> </tr> <tr> <td style="background-color: #ffffcc;">Is the translation free from typing errors?</td> <td style="background-color: #ffffcc;"> <input type="checkbox"/> YES           <input type="checkbox"/> NO         </td> </tr> <tr> <td style="background-color: #ffffcc;">Were the bold, italics and underline correctly applied?</td> <td style="background-color: #ffffcc;"> <input type="checkbox"/> YES           <input type="checkbox"/> NO         </td> </tr> </tbody> </table> <div style="margin-top: 10px;"> <p style="background-color: #e6f2ff; padding: 2px;"><b>Comments: Please provide your general feedback.</b></p> <div style="background-color: #ffffcc; height: 150px; border: 1px solid black; margin-top: 5px;"></div> </div>		Terminology	Comprehension	Grammar	Spelling	Overall Quality	Other							Question	Answer	Is the translated text adapted to the target group?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is the overall readability good?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Is the translation free from typing errors?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Were the bold, italics and underline correctly applied?	<input type="checkbox"/> YES <input type="checkbox"/> NO
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## **SUPERIOR FINAL PRODUCTS**

Once the process of translation, review, formatting, and certification on request is complete, our clients are given the translated documents well within the specified timelines and budget. The caliber of our product is such that KTL legal and patent translations are readily accepted by courts and government organizations worldwide.

## **100% SATISFACTION GUARANTEED**

KTL guarantees your complete satisfaction with the quality of our work. In the event that you are unsatisfied with your translation in any way, we commit to conduct further revisions and/or research at no additional charge until you are completely satisfied.



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