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A paradigm shift in translation workflows: linguistic quality assurance in the cloud

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Overview

- Linguistic Quality Assurance (LQA): some definitions
- Technology and quality assurance
- The challenges of LQA and how to address them
- The lexiQA paradigm shift
- Problems and solutions
- Field of application
- Moving forward

Linguistic Quality Assurance: what is it?

- Quality Assurance “refers to systems put in place to preempt and avoid errors or quality problems at any stage of a translation job”*
- LQA: punctuation, terminology compliance, consistency, locale-specific conversions and formatting, omissions, etc.
- What it is not
 - Translation Quality Assessment (TQA)
 - Quality Evaluation (QE)

* Drugan, J. (2013) Quality in Professional Translation: Assessment and Improvement. London: Bloomsbury, p. 76

Technology and quality assurance

- Most CAT tools have some built-in QA functionality
- Stand-alone offline QA tools
 - Some designed for error detection/correction
 - Others use translation quality metrics for assessment purposes
- Custom tools developed by LSPs and translation buyers

The challenges of LQA I

- Offline and online technologies
- Workflow integration
 - Reporting vs revising
- Post-translation QA
- Noise (locale-independent checks)

The challenges of LQA II

- Configuration of QA systems
- Processing of error reports
- Resource-intensiveness and cost
- Sampling/spot-checking
- Fragmentation and inconsistent practices

Challenges and solutions – a summary

- **Speed**

On average $\frac{3}{4}$ of human revision time spent looking for errors – only $\frac{1}{4}$ spent on correction

Automation: focus on correction and content review

- **Accuracy**

Industry average for FPs in QA tools (built-in or stand-alone) is higher than 60%

Locale specificity: FPs under 10%

- **Workflow**

Working across multiple environments

Process integration: one place for both detection and correction

Addressing the challenges of LQA

- Cloud-based QA tool
- LQA consolidation in your own platform
- In-translation QA
- Locale-specific checks
- Actionable reporting
- Cross-platform compatibility

A paradigm shift in LQA

- Process shift: post-translation revision and automated in-translation QA
- Environment shift: live “as-you-type” QA in a cloud-based setting
- Quality management shift: consolidating QA across the supply chain

All done via API

Problems vs solutions

lexiqa		SEARCH	COMPLETE
Punctuation <input type="checkbox"/> Numerals <input type="checkbox"/> Links <input type="checkbox"/> Symbols <input type="checkbox"/> Spelling <input type="checkbox"/> LanguageTool <input type="checkbox"/> Inconsistent <input type="checkbox"/> Empty <input type="checkbox"/> Untranslated <input type="checkbox"/> Glossaries <input type="checkbox"/> Length <input type="checkbox"/> Custom <input type="checkbox"/> Ignored <input type="checkbox"/> All errors <input type="checkbox"/> With issues <input type="checkbox"/>			
ID	EN-FR_en-GB_fr-FR_02500_0001.tmx	en-GB → fr-FR	Analytics
1_1	Commission Implementing Regulation (EU) No 420/2014	⌚	Règlement d'exécution (UE) no 420/2015 de la Commission INCONSISTENCY
2_2	Whereas:	⌚	Considérant ce ce qui suit: -75% LONGER
3_3	(Limitation, suspension and revocation of authorisations.)	⌚	Limitation, suspension et retrait des autorisations.
4_4	(Text with <u>EEA</u> relevance)	⌚	Texte présentant de l'intérêt pour l'EEE
9_9	Four unrelated importers replied to the sampling form attached to the Notice of Initiation, while two importers and 12 users replied to the questionnaire.	⌚	Quatre importateurs indépendants ont complété le formulaire d'échantillonnage joint à l'avis d'ouverture, tandis que deux importateurs et douze utilisateurs ont répondu au questionnaire.
10_10	The Commission shall participate in the work of the committee.	⌚	La Commission participe aux travaux du comité.
11_11	A senior representative of the IPA II beneficiary shall chair the sectoral monitoring committee meetings.	⌚	Le comité de suivi sectoriel est présidé par un représentant de haut niveau du bénéficiaire de l'IAP II
12_12	Depending on the policy area or programme, the Commission may co-chair the committee meetings.	⌚	Selon le domaine d'action ou le programme, la Commission peut assurer la coprésidence des réunions du comité.
13_13	Each sectoral monitoring committee shall adopt its rules of procedure.	⌚	Chaque comité de suivi sectoriel adopte son règlement intérieur.
14_14	The sectoral monitoring committees shall meet at least twice a year.	⌚	Les comités de suivi sectoriels se réunissent au moins deux fois par an.
15_15	Ad hoc meetings may also be convened...	⌚	Des réunions ad hoc peuvent également être convoquées...

Broad-spectrum LQA

- About 30 locales supported (including ZH-CN and AR-SA)
- Integrations with online tools



transifex

smartCAT

 MEMSOURCE

GTT



- Supported bilingual file formats: .tmx, .xliff, .sdlxliff and .mqxliff

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Moving forward

- More automation, better integration
- Expansion of locale portfolio
- Advanced management features (integration with TQA/QE models, statistical QA reporting, terminology management, etc.)

Thank you for your attention

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