

Introduction

The Young Translators QA (Quality Assessment) system provides a framework for describing and defining quality metrics used to assess the quality of translations performed by our translators.

Our QA system is intended to provide a set of criteria which can be used to assess the quality of translations. While these criteria are intended to promote objectivity in assessment, a certain degree of subjectivity is inherent in assessing translation quality. Therefore, it is possible to provide an elaboration, which will be shown in the improvement table.

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Our QA system

In our quality system we distinguish **6 dimensions** which assess the quality of our translations, these are shown below. By submitting our quality assessment form, these dimensions are rated individually and then collectively in a translation grade.

- **Accuracy** ([accuracy](#))

Accuracy issues address the relationship of the target text to the source text and can be assessed only by considering this relationship.

- **Fluency** ([fluency](#))

Fluency includes those issues about the linguistic “well-formedness” of the text.

- **Locale convention** ([locale-convention](#))

Issues in Locale convention relate to the formal compliance of content with locale-specific conventions, such as use of proper date formats.

- **Verity** ([verity](#))

Verity issues relate to the suitability of content for the target locale and audience.

- **Style** ([style](#))

Style Issues appear when a choice made by the translator does not fit the style of the original text nor the audience.

- **Terminology** ([terminology](#))

Terminology issues relate to the use of domain- or organization-specific terminology.

Since this selection has been made from 8 dimensions with 100 different error types, it may occur that an error exceeds this range. As a result, the dimension "other" is included as an external dimension that has an influence on the quality assessment of our translations.

- **Other** ([other](#))

Error types are matched with severity, we distinguish 3 severity categories:

Minor Issues

Minor issues are issues that do not impact usability or understandability of the content.

*For example, if an extra space appears after a full stop, this may be considered an error, but does not render the text difficult to use or problematic to read. If the typical reader/user is able to correct the error reliably and it does not impact the usability of the content, it **SHOULD** be classified as minor. Furthermore, it goes without saying that these issues must be corrected.*

Major Issues

Major issues are issues that impact usability or understandability of the content **but** which do not render it unusable.

*For example, a misspelt word may require extra effort for the reader to understand the intended meaning, but it does not make it impossible. If an error cannot be reliably corrected by the reader/user (e.g., the intended meaning is not clear) but it does not render the content unfit for purpose, it **SHOULD** be categorized as major. The inclusion of major errors may not, by themselves, render the text unfit for purpose.*

Critical Issues

Critical issues are issues that render the content unfit for use.

*For example, a particularly bad grammatical error that changes the meaning of the text would be considered critical. If the error prevents the reader/user from using the content as intended or if it presents incorrect information that could result in harm to the user it **MUST** be categorized as critical. It goes without saying that critical errors must be fixed prior to use of the text considering its impact.*

How to use the QA guide

Use this guide is to help you properly categorize the errors. Behind each error there is a specific scoring system and a weighting.

When you notice an error, ask yourself the following question first:

In which dimension should I place this error?

- Then go to this dimension on the next page to find the corresponding error. Is your error not listed, please proceed to 'Other'.

Then report this to Roel Hesselink, reachable at roel@youngtranslators.com.

Error description list

Below you'll find a short description of each [dimension](#) and all [subtypes](#) in our QA system. If you use Ctrl + click, you'll proceed to the [detailed error description list in appendix B](#).

Accuracy

Mistranslation

Definition The target content does not accurately represent the source content.

Omission

Definition Content is missing from the translation that is present in the source.

Untranslated

Definition Content that should have been translated has been left untranslated.

Fluency

Offensive

Definition Content is offensive according to the specifications

Duplication

Definition Content has been duplicated (e.g., a word or longer portion of text is repeated unintentionally).

Spelling

Definition Issues related to spelling of words

Typography

Definition Issues related to the mechanical presentation of text. This category should be used for any typographical errors other than spelling.

Grammar

Definition Issues related to the grammar or syntax of the text, other than spelling and orthography.

Cohesion

Definition Portions of the text needed to connect it into an understandable whole (e.g., reference, substitution, ellipsis, conjunction, and lexical cohesion) are missing or incorrect.

Locale_Convention

Date/time_format

Definition A text uses a date/time format inappropriate for its locale.

Currency format

Definition Content uses the wrong format for currency.

Measurement format

Definition A text uses a measurement format inappropriate for its locale.

Address / Name format

Definition A text uses an address or a name format inappropriate for its locale.

National language standard

Definition A text violates national language standards.

Number format

Definition A text uses a number format inappropriate for its locale.

Verity

Definition The text makes statements that contradict the world of the text

Culture-specific reference

Definition Content inappropriately uses a culture-specific reference that will not be understandable to the intended audience

End-user suitability

Definition The content is not suitable for use by the end user, excluding problems related to suitability for the target locale.

Legal requirements

Definition A text does not meet legal requirements as set forth in the specifications.

Locale-specific content

Definition Content specific to the source locale does not apply to the intended target locale, audience, or purpose.

Style

Awkward

Definition A text is written with an awkward style

Company style

Definition The text violates company/organization-specific style guidelines.

Inconsistent style

Definition Style is inconsistent within a text

Unidiomatic

Definition not using or containing expressions natural to a native speaker of a language.

Register

Definition The text uses a level of formality higher or lower than required by the specifications or general language conventions.

Terminology

Company terminology

Definition The text violates company/organization-specific terminology guidelines as specified in a termbase.

Inconsistent with domain

Definition A term is used contrary to general domain expectations

Inconsistent use of terminology

Definition Terminology is used in an inconsistent manner within the text.

Other

This dimension is used for issues which cannot be otherwise classified into a dimension. This dimension should be used rarely.

Appendix A: Terms and definitions

The following terms and definitions apply to our QA system.

Dimension

A high-level, translation-related aspect of the content that can be evaluated for adherence to specifications. In our QA system, we distinguish the following dimensions:

- *Accuracy*
- *Fluency*
- *Locale convention*
- *Verity*
- *Style*
- *Terminology*
- *Other*



Subtypes

Dimensions are divided in subtypes. They are more specific and explained with examples. These are the error types that you have to report in the improvement form.

Children of subtypes

Errors in this category are subcategories of the children mentioned above. You won't find them in the improvement form, and you **do not** have to report them specifically. However, they can be useful when addressing an error and providing feedback!

Error

If examination finds that a specific term was translated improperly, it is an **error**. However, examination might also find that the issue was not an error because the linguistic structure in the translation dictated that the term be replaced by a pronoun, so the translation is correct. In this case, we prefer using 'improvement' rather than 'Error'.

Metric (Grade)

A quantitative measure of the degree to which a translated text meets quality requirements. The grades are automatically processed in our benchmark & improvement table system.

Quality

A quality translation demonstrates required accuracy and fluency for the audience and purpose and complies with all other negotiated specifications, taking into account end-user needs.

Severity

An indication of the how severe a particular instance of an error is. Errors with higher severity have more impact on perceived quality of the text. Our severity model has three levels: minor, major, and critical. The definitions are as follows:

Minor Issues

Minor issues are issues that do not impact usability or understandability of the content.

*For example, if an extra space appears after a full stop, this may be considered an error, but does not render the text difficult to use or problematic to read. If the typical reader/user is able to correct the error reliably and it does not impact the usability of the content, it **SHOULD** be classified as minor. Furthermore, it goes without saying that these issues must be corrected.*

Major Issues

Major issues are issues that impact usability or understandability of the content **but** which do not render it unusable.

*For example, a misspelt word may require extra effort for the reader to understand the intended meaning, but it does not make it impossible. If an error cannot be reliably corrected by the reader/user (e.g., the intended meaning is not clear) but it does not render the content unfit for purpose, it **SHOULD** be categorized as major. The inclusion of major errors may not, by themselves, render the text unfit for purpose.*

Critical Issues

Critical issues are issues that render the content unfit for use.

*For example, a particularly bad grammatical error that changes the meaning of the text would be considered critical. If the error prevents the reader/user from using the content as intended or if it presents incorrect information that could result in harm to the user it **MUST** be categorized as critical. It goes without saying that critical errors must be fixed prior to use of the text considering its impact.*

Weight

A numerical indication of the how important a particular issue type is in overall quality assessment. The default weight for issues is 1.0. Higher numbers assign more importance to an issue type, while lower numbers assign a lower importance. A weight of 0 would indicate that an issue is checked but not counted in MQM scores. Weights serve as multipliers for error penalties in MQM scoring.

Translation Grade

The translation grade is the calculated score from each dimension, the weightings and the project size.

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Accuracy

Accuracy issues address the relationship of the target text to the source text and can be assessed only by considering this relationship. Changes in intended meaning, addition and omission of content, and similar issues are considered in it.

Definition	The target text does not accurately reflect the source text, allowing for any differences authorized by specifications.
Parent	none
Children	Mistranslation , Omission , Untranslated

Mistranslation

Definition	The target content does not accurately represent the source content.
Parent	accuracy
Children	date-time , entity , false-friend , number , overly-literal , no-translate , unit-conversion , ambiguous-translation
Example(s)	<ul style="list-style-type: none">• A source text states that a medicine should not be administered in doses greater than 200 mg, but the translation states that it should be administered in doses greater than 200 mg (i.e., negation has been omitted).

Overly literal

Definition	The translation is overly literal.
Parent	Mistranslation
Example(s)	<ul style="list-style-type: none"> A Hungarian text contains the phrase <i>Tele van a hocipód?</i>, which has been translated as “Are your snow boots full?” rather than with the idiomatic meaning of “Feeling overwhelmed?”

False friend

Definition	The translation has incorrectly used a word that is superficially similar to the source word.
Parent	Mistranslation
Example(s)	<ul style="list-style-type: none"> The Italian word <i>simpatico</i> has been translated as <i>sympathetic</i> in English.

Should not have been translated

Definition	Text was translated that should have been left untranslated
Parent	Mistranslation
Example(s)	<ul style="list-style-type: none"> A Japanese translation refers to “Apple Computers” as アップルコンピュータ when the English expression should have been left untranslated.

Date/time

Definition	Dates or times do not match between source and target.
Parent	Mistranslation
Example(s)	<ul style="list-style-type: none"> A German source text provides the date 09.02.09 (=February 9, 2009) but the English target renders it as September 2, 2009.

	<ul style="list-style-type: none"> An English source text specifies a time of "4:40 PM" but this is rendered as 04:40 (=4:40 AM) in a German translation.
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Unit conversion

Definition	The target text has not converted numeric values as needed to adjust for different units (e.g., currencies, metric vs. U.S. measurement systems).
Parent	Mistranslation
Example(s)	<ul style="list-style-type: none"> A source text specifies that an item is 25 centimeters (~10 inches) long, but the source states that it is 25 inches (63.5 cm) long.

Entity (such as name or place)

Definition	Names, places, or other “named entities” do not match
Parent	Mistranslation
Example(s)	<ul style="list-style-type: none"> The source text refers to Dublin, Ohio, but the target incorrectly refers to Dublin, Ireland.

Ambiguous translation

Definition	An unambiguous source text is translated ambiguously
Parent	mistranslation
Example(s)	<ul style="list-style-type: none"> A text that means that someone is highly recommended is translated as “I cannot recommend this too highly.” (The meaning can be that the speaker cannot make a good recommendation or that it is highly recommended.)
Note(s)	<ul style="list-style-type: none"> This issue is distinct from ambiguity in that it is limited to issues where the translation process has introduced the ambiguity.

Number

Definition	Numbers are inconsistent between source and target.
Parent	mistranslation
Example(s)	<ul style="list-style-type: none"> The source text specifies that a part is 124 mm long but the target text specifies that it is 135 mm long.

Omission

Definition	Content is missing from the translation that is present in the source.
Parent	Accuracy
Children	Omitted variable
Example(s)	<ul style="list-style-type: none"> A paragraph present in the source is missing in the translation A translated text should read “Number of lives remaining: \$lifeNumber” but is rendered as “Number of lives remaining:”, with the variable \$lifeNumber omitted

Untranslated

Definition	Content that should have been translated has been left untranslated.
Parent	Accuracy
Example(s)	<ul style="list-style-type: none"> A sentence in a Japanese document translated into English is left in Japanese.

Fluency

Fluency includes those issues about the linguistic “well-formedness” of the text that can be assessed without regard to whether the text is a translation or not.

Definition	Issues related to the form or content of a text, irrespective as to whether it is a translation or not.
Children	Duplication , cohesion , grammar , inconsistency , spelling , typography , Offensive
Example(s)	<ul style="list-style-type: none"> • A text has errors in it that prevent it from being understood.
Note(s)	<ul style="list-style-type: none"> • If an issue can be detected <i>only</i> by comparing the source and target, it MUST NOT be categorized as fluency or any of its children.

Offensive

Definition	Content is offensive according to the specifications
Parent	fluency
Example(s)	<ul style="list-style-type: none"> • A text contains words generally considered to be profanities outside of a context where they would be allowed • Images in a document depict nudity for a culture where nudity is considered offensive • An American text uses the “OK” symbol (👌) to indicate approval, but this symbol is considered offensive in Brazil.
Note(s)	<ul style="list-style-type: none"> • if offensive is to be used, clear guidelines should be given since content offensive in one context may be acceptable in another. • In many cases offensive content may be detected in a (semi)automatic fashion through the use of lists of unacceptable phrases, often in conjunction with terminology checkers. However, automatic checkers will not be able to identify all potentially offensive content, especially as

	content considered unobjectionable in one context or culture may be considered highly offensive in another.
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Duplication

Definition	Content has been duplicated (e.g., a word or longer portion of text is repeated unintentionally).
Parent	fluency
Example(s)	<ul style="list-style-type: none"> • A text reads “The man the man whom she saw...” • A paragraph appears verbatim twice in a row.

Spelling

Definition	Issues related to spelling of words
Parent	fluency
Example(s)	<ul style="list-style-type: none"> • The German word <i>Zustellung</i> is spelled <i>Zustetlugn</i>.

Capitalization

Definition	Issues related to capitalization
Parent	spelling
Example(s)	<ul style="list-style-type: none"> • The name <i>John Smith</i> is written as “john smith”

Diacritics

Definition	Issues related to the use of diacritics
Parent	spelling

Example(s)	<ul style="list-style-type: none">• The Hungarian word <i>bőven</i> (using o with a double acute (")) is spelled as <i>bõven</i>, using a tilde (~), which is not found in Hungarian.
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Typography

Definition	Issues related to the mechanical presentation of text. This category should be used for any typographical errors other than spelling.
Parent	fluency
Children	punctuation , unpaired-marks , whitespace
Example(s)	<ul style="list-style-type: none"> • A text uses punctuation incorrectly. • A text has an extraneous hard return in the middle of a paragraph.
Note(s)	<ul style="list-style-type: none"> • Do not use for issues related to spelling.

Punctuation

Definition	Punctuation is used incorrectly (for the locale or style)
Parent	typography
Example(s)	<ul style="list-style-type: none"> • An English text uses a semicolon where a comma should be used.
Note(s)	<ul style="list-style-type: none"> • In most cases it is not necessary to distinguish this issue type from typography.

Unpaired quote marks or brackets

Definition	One of a pair of quotes or brackets—e.g., a (,) [,], {, or } character—is missing from text.
Parent	typography
Example(s)	<ul style="list-style-type: none"> • A text reads “King Ludwig of Bavaria (1845–1896 was deposed on account of his supposed madness,” omitting the closing parenthesis around the dates.

Whitespace

Definition	Whitespace is used incorrectly
Parent	typography
Example(s)	<ul style="list-style-type: none"> • A document uses a string of space characters instead of tabs • Extra spaces are added at the start of a string

Grammar

Definition	Issues related to the grammar or syntax of the text, other than spelling and orthography.
Parent	fluency
Children	function-words , word-form , word-order
Example(s)	<ul style="list-style-type: none"> • An English text reads “The man was seeing <i>the his wife</i>.”

Word form

Definition	There is a problem in the form of a word
Parent	grammar
Children	agreement , part-of-speech , tense-mood-aspect
Example(s)	<ul style="list-style-type: none"> • An English text has <i>becomed</i> instead of <i>became</i>.

Agreement

Definition	Two or more words do not agree with respect to case, number, person, or other grammatical features
Parent	word-form

Example(s)	<ul style="list-style-type: none"> A text reads “They was expecting a report.”
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Part of speech

ID	part-of-speech
Definition	A word is the wrong part of speech
Parent	word-form
Example(s)	<ul style="list-style-type: none"> A text reads “Read these instructions careful” instead of “Read these instructions carefully.”

Tense/mood/aspect

Definition	A verbal form displays the wrong tense, mood, or aspect
Parent	word-form
Example(s)	An English text reads “After the button is pushing” (present progressive) instead of “After the button has been pushed” (past passive)

Word order

Definition	The word order is incorrect
Parent	grammar
Example(s)	<ul style="list-style-type: none"> A German text reads “Er hat gesehen den Mann” instead of “Er hat den Mann gesehen.”

Function words

Definition	A function word (e.g., a preposition, “helping verb”, article, determiner) is used incorrectly.
Parent	grammar

Example(s)	<ul style="list-style-type: none"> • A text reads “Check the part number as given in the screen” instead of “...on the screen”. • A text reads “The graphic is then copied into an internal memory” instead of “The graphic is copied to internal memory.”
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Cohesion

Definition	Portions of the text needed to connect it into an understandable whole (e.g., reference, substitution, ellipsis, conjunction, and lexical cohesion) are missing or incorrect.
Parent	fluency
Example(s)	<ul style="list-style-type: none"> • An English text is missing conjunctions and particles (e.g., “thus”, “therefore”, “but”, and “however”) needed for the logic of the text to be clear.
Note(s)	<ul style="list-style-type: none"> • Cohesion applies at the local level to incorrect or missing elements needed for the intended meaning of the text to be clear.

Locale Convention

Issues in Locale convention relate to the formal compliance of content with locale-specific conventions, such as use of proper date formats. If content is otherwise correctly translated and fluent but violates specific locale expectations (as defined in the translation specifications), it is addressed in this dimension. This dimension does *not* cover issues related to whether the content itself is appropriate for the locale (these issues are covered under Verity [\(verity\)](#)).

Definition	The text does not adhere to locale-specific mechanical conventions and violates requirements for the presentation of content in the target locale.
Children	address-format , calendar-type , currency-format , date-format , locale-specific-punctuation , measurement-format , name-format , national-language-standard , number-format , shortcut-key , telephone-format , time-format

Example(s)	<ul style="list-style-type: none"> • An incorrect format for currency is used for a German text, with a period (.) instead of a comma (,) as a thousands separator. • A text translated into Japanese uses Western quote marks to indicate titles rather than the appropriate Japanese quote marks (「 and 」). (Note: this example would be categorized as quote-mark-type if the metric includes it.)
Note(s)	<ul style="list-style-type: none"> • This issue type is distinguished from locale-specific-content in that this category refers only to whether the text is given the proper mechanical form for the locale, not whether the content applies to the locale or not. If text conforms to conventions for the locale, but does not apply to the target locale, locale-specific-content should be used instead.

Date/time format

Definition	A text uses a date/time format inappropriate for its locale.
Parent	locale-convention
Example(s)	<ul style="list-style-type: none"> • Date: An English text has “2012-06-07” instead of the expected “06/07/2012.” • Time: A text written for the U.S. uses a 24-hour time notation rather than AM/PM time.
Note(s)	

Currency format

Definition	Content uses the wrong format for currency.
Parent	locale-convention
Example(s)	<ul style="list-style-type: none"> • A text dealing with business transactions from English into Hindi assumes that all currencies will be expressed in simple units, while the convention in India is to give such prices in lakh rupees (100,000 rupees)

Measurement format

Definition	A text uses a measurement format inappropriate for its locale.
Parent	locale-convention
Example(s)	<ul style="list-style-type: none"> • A text in France uses feet and inches and Fahrenheit temperatures.

Address / Name format

Definition	A text uses an address or a name format inappropriate for its locale.
Parent	locale-convention
Example(s)	<ul style="list-style-type: none"> • A text translated from Hungarian to English presents names with the family name first when the name order should be instead inverted to have family name last. • A web form translated for Indonesia requires users to provide a “last name” even though many Indonesians have only a single name. • A translated text refers to “Pedro Diego Estavez” as “Mr. Estavez” rather than “Mr. Diego”.

National language standard

Definition	A text violates national language standards.
Parent	locale-convention
Example(s)	<ul style="list-style-type: none"> • A French advertising text uses anglicisms that are forbidden for print texts by the Academie française specifications.
Note(s)	

Number format

Definition	A text uses a number format inappropriate for its locale.
Parent	locale-convention
Example(s)	<ul style="list-style-type: none"> • A German text has “123,456” instead of the locale-appropriate “123.456”.

	<ul style="list-style-type: none"> • A text translated for India has “100,000” rather than “1,00,000”.
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Verity

Verity issues relate to the suitability of content for the target locale and audience. They do not relate to fluency or accuracy since content may be fluently written and accurately translated and still be inappropriate for the target locale or audience.

For example, if a text translated for Germans in Germany refers to options available only in the UK, these portions will likely be problematic.

Definition	The text makes statements that contradict the world of the text
Children	completeness , culture-specific reference , end-user-suitability , legal-requirements , locale-specific-content
Example(s)	<ul style="list-style-type: none"> • The text states that a feature is present on a certain model of automobile when in fact it is not available.
Note(s)	<ul style="list-style-type: none"> • Verity issues can apply to the source or target text and often emerge during translation when, for example, a factual statement is true in the source locale but not true in the target locale.

Culture-specific reference

Definition	Content inappropriately uses a culture-specific reference that will not be understandable to the intended audience
Parent	locale-convention
Example(s)	<ul style="list-style-type: none"> • An English text refers to steps in a process as “First base”, “Second base”, and “Third base”, and to successful completion as a “Home run” and uses other metaphors from baseball. These prove difficult to translate and confuse the target audience in Germany. • An marketing text in Greek includes reference to popular Greek music. When translated into English these references are not understandable to the target audience.

End-user suitability

Definition	The content is not suitable for use by the end user, excluding problems related to suitability for the target locale.
Parent	verity
Example(s)	<ul style="list-style-type: none"> • A text describes a process to repair a device, but following the instructions leads to serious damage to the device and potential injury. • A text assumes that the reader has knowledge of advanced particular physics, but the target audience does not generally have this knowledge.
Note(s)	<ul style="list-style-type: none"> • If the issue relates to the applicability of the content to users in a particular locale, locale-specific-content should be used instead. • End-user suitability generally applies to issues present in the source text, regardless of the target locale, but may apply in cases where there are distinct differences in audience or purpose between source and target.

Legal requirements

Definition	A text does not meet legal requirements as set forth in the specifications.
Parent	verity
Example(s)	<ul style="list-style-type: none"> • Specifications stated that FCC regulatory notices be replaced by CE notices rather than translated, but they were translated instead, rendering the text legally problematic for use in Europe.
Note(s)	<ul style="list-style-type: none"> • Generally used in cases where the translation does not meet requirements. Cases in which the source text does not meet legal requirements are generally critical errors that will require rewriting the source text.

Locale-specific content

Definition	Content specific to the source locale does not apply to the intended target locale, audience, or purpose.
Parent	verity
Example(s)	<ul style="list-style-type: none"> • An advertising text translated for Sweden refers to special offers available only in Germany and therefore is misleading. • A manual for a printer sold in Spain describes features that apply only to versions of the printer sold in Japan and thus may confuse purchasers.
Note(s)	<ul style="list-style-type: none"> • This issue type is distinguished from locale-convention in that this category applies to cases where text corresponds to the conventions of the target locale, but does not <i>apply</i> to the intended audience in the target locale. <p>For example, if the Swedish advertising text mentioned above is properly translated and follows all mechanical locale conventions (e.g., using Swedish kronor instead of euros) but the offer does not apply to Sweden, locale-specific-content should be chosen.</p>

Style

Style issues relate to what is commonly known as “Style”, defined both formally (in style guides) and informally (in writing style analysis).

These issues are closely related to fluency, but have noticeable impact on the overall writing style of the text.

Definition	The text has stylistic problems.
Children	awkward , company-style , inconsistent-style , register , third-party-style , unidiomatic
Example(s)	<ul style="list-style-type: none"> • The translation of a light-hearted and humorous advertising campaign is in a serious and “heavy” style even though specifications said it should match the style of the source text.

Awkward

Definition	A text is written with an awkward style
Parent	style
Example(s)	<ul style="list-style-type: none"> A text is written with many embedded clauses and an excessively wordy style. While the meaning can be understood, the text is very awkward and difficult to follow.

Company style

Definition	The text violates company/organization-specific style guidelines.
Parent	style
Example(s)	<ul style="list-style-type: none"> Company style states that passive sentences may not be used but the text uses passive sentences.

Inconsistent style

Definition	Style is inconsistent within a text
Parent	style
Example(s)	<ul style="list-style-type: none"> One part of a text is written in a light and “terse” style while other sections are written in a more wordy style.
Note(s)	<ul style="list-style-type: none"> Inconsistent style often emerges when multiple translators have worked on a single text. Because Inconsistent style applies to larger portions of texts, it would generally be assessed with a holistic metric rather than an analytic one.

Unidiomatic

Definition	not using or containing expressions natural to a native speaker of a language.
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Parent	style
Example(s)	<ul style="list-style-type: none"> The following text appears in an English translation of a German letter: “We thanked him with heart” where “with heart” is an understandable, but non-idiomatic rendering, better stated as “heartily”.

Register

Definition	The text uses a level of formality higher or lower than required by the specifications or general language conventions.
Parent	fluency
Children	variants-slang
Example(s)	<ul style="list-style-type: none"> A formal letter uses contractions, colloquialisms, and expressions characteristic of spoken rather than written language, and those comes across as less serious than intended.
Note(s)	<ul style="list-style-type: none"> Register involves a number of factors, including appropriateness of the discourse for the specific subject field, the level of formality, and the mode of discourse (e.g., written text versus transcribed speech). The notion of register used in this document is derived from Systemic Functional Linguistics. For uses of the improper grammatical register that do not otherwise impact style, such as German <i>du</i> vs. <i>Sie</i>, use grammatical-register instead.

Variants/slang

Definition	The text uses words such as slang that are inappropriate for the intended register.
Parent	register
Example(s)	<ul style="list-style-type: none"> A refers to dollars as “clams” in a case when this slang term would be inappropriate.

Terminology

Terminology issues relate to the use of domain- or organization-specific terminology (i.e., the use of words to relate to specific concepts not considered part of general language).

Definition	A term (domain-specific word) is translated with a term other than the one expected for the domain or otherwise specified.
Children	term-inconsistency , terminology-domain , Company terminology
Example(s)	<ul style="list-style-type: none"> • A French text translates English <i>e-mail</i> as <i>e-mail</i> but terminology guidelines mandated that <i>courriel</i> be used. • The English musicological term <i>dog</i> is translated (literally) into German as <i>Hund</i> instead of as <i>Schnarre</i>, as specified in a terminology database.
Note(s)	<ul style="list-style-type: none"> • All issues specifically related to use of domain- or organization-specific terminology are included in this issue and its children. <p>Do not use this issue if a text is simply mistranslated, i.e., if the translation would be a valid translation of the source but simply does not use the particular mandated terminology. For example, if a text translates <i>[river] bank</i> into Spanish as <i>banco</i> (a financial institution) instead of <i>orilla</i> (a river bank), this would be a mistranslation because <i>banco</i> would <i>never</i> be a valid term for the concept of a river bank. However, if a termbase specified that <i>orilla</i> should be used and the translation uses <i>ribera</i> instead, this would be a Terminology error because <i>ribera</i> is a valid term for the concept, but not the specified one.</p>

Company terminology

Definition	The text violates company/organization-specific terminology guidelines as specified in a termbase.
Parent	
Example(s)	<ul style="list-style-type: none"> • Company-specific terminology guidelines specify that a product be called the “Acme Turbo2000™”, but the text calls it the “Acme Turbo” or the “Turbo200”.

Inconsistent with domain

Definition	A term is used contrary to general domain expectations
Parent	terminology
Example(s)	<ul style="list-style-type: none"> A financial text is translated using “deduct” instead of “debit”. Although conceptually these could be synonyms in general language, “deduct” violated domain conventions.
Note(s)	<ul style="list-style-type: none"> This issue is used for cases where no term-base is specified yet common domain conventions about terminology use are violated. If a termbase was specified and that term in question violates it, termbase should be used instead, if it is included in the metric (otherwise terminology would be used).

Inconsistent use of terminology

Definition	Terminology is used in an inconsistent manner within the text.
Parent	terminology
Children	multiple-translations-of-term , multiple-terms-for-concept
Example(s)	<ul style="list-style-type: none"> The text refers to a component as the “brake release lever”, “brake disengagement lever”, “manual brake release”, and “manual disengagement release”.
Note(s)	<ul style="list-style-type: none"> This issue and its children are used only to address inconsistent use of terminology. In cases where terminology is incorrect for the domain domain-terminology should be used instead. If further detail is needed about whether the source or target text is responsible for the inconsistent use terminology, use one of the daughter issues.

Other

This dimension is used for issues which cannot be otherwise classified into a dimension