



Error Categories and Approach to Locked Segments

DOCUMENT

Error Categories and Approach to Locked Segments 1.0

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Jana Hainova	27.06.2016	English & 1.0

TABLE OF CONTENTS

Contents

1 Purpose of this document	4
2 Error Severity Levels and Categories.....	5
2.1 Error Severity Levels	5
2.2 Error Categories	6
2.3 Adding comments.....	6
3 TREATMENT OF 100% MATCHES	8

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1 PURPOSE OF THIS DOCUMENT

This document is intended for WD Reviewers to provide clarification of the error categories and their severity levels as used on the TSR. It is also intended to provide explanation about the treatment of 100% matches during revision.

2 ERROR SEVERITY LEVELS AND CATEGORIES

To bring more clarity to the revision process and to make full use of the WD feedback with the aim to ensure a continuous improvement, we have created error categorization and severity evaluation. What follows is an explanation of the severity levels and the categories.

2.1 Error Severity Levels

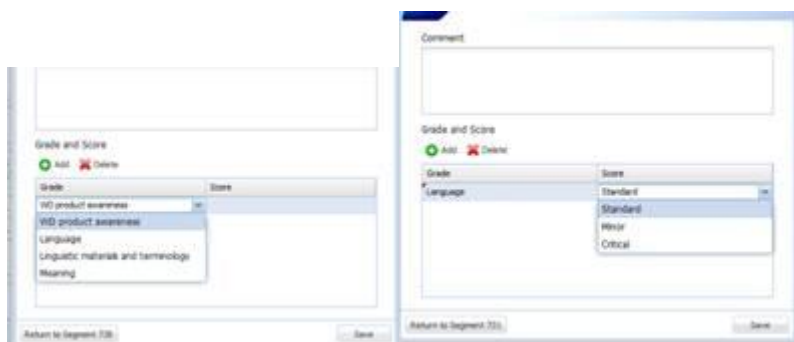
Severity values reflect the level of seriousness of the particular error:

Standard – this value is the default value.

Minor – this error is not likely to cause serious harm or reduce the fulfilment of the purpose of the target text and its impact is not severe.

Critical – these errors severely disrupt the overall reading of the text, which might result in serious financial or legal consequences. They might appear in the visible part of the text.

Once a segment is changed during the review, upon moving to another segment, a window appears requesting the reviewer to assign the error category and severity. The default error severity is set to “Standard”.



2.2 Error Categories

ERROR CATEGORY ON TSR	DESCRIPTION	NOTES
WD product awareness	Familiarity with the product, knowledge of the brand and its characteristics	The tone and voice of the target should be adequate to the context, industry, country, WD specific requirements.
Language	Grammar errors, spelling errors, typos, punctuation	Grammar – translator must use proper grammar, including correct capitalization, punctuation, accentuation, syntax and register. This category also includes typos or other spelling errors.
Linguistic materials and terminology	Non adherence to glossary, WD Marketing guidelines, general terminology	The client’s Style Guide should always be used as one of the main reference materials for this matter. The linguists should adhere to WD approved glossary. Adherence to project guidelines and instruction errors should be marked under this category.
Meaning	Incorrect translation, misleading translation, omission	The translation does not convey the same meaning as the source. The translation partially or completely omits the information that is contained in the source or adds information that is not contained in the source.

2.3 Adding Comments

It is highly appreciated if the reviewers also use the option to further comment on their amendment as this allows the linguists to gain more understanding of the issue and increases the possibility of eliminating such issue in the future thus increasing overall quality as well as saving time and energy on further communication. Additionally, based on

such comments, the additional references, such as style guide or glossary, can be updated accordingly.

For example, if a change the reviewer makes is triggered by the fact that the reviewer has a deeper insight of the product itself, it is advisable to make such an explanatory comment about the said product, so that the linguists also have a chance to expand their brand knowledge and delivery better quality translations.

3 TREATMENT OF 100% MATCHES

The purpose of identifying the 100% matches is for consistency and so that there is no need to review the entire document. It also serves to ensure consistence within and across files and hand-offs.

It has been agreed that 100% matches will be locked during revision so that no change can be applied to them. The reason for this is that if 100% matches are amended in later stages, there is an increased risk of inconsistency. The amendments also need to be done to already approved and delivered documents, which creates additional costs.

If, however, the reviewer insits on amending 100% matches, these amendments will be charged accordingly. IN order to do this, TDC PM needs to be contacted and explanation for the fixes provided. Please note that if a change is requested in the Key slogan, global fixes in all related materials including the already released ones will be needed. WDC Submitter will need to approve such fixes after evaluating the financial impact.