



Multi-Languages Newsletter

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Multi-Languages Corporation Conference 2010

Simultaneous Interpreting - Christian Degueldre

The presentation will cover major aspects of the preparation for an assignment, the theory of interpreting, interpreting skills and training. Participants will discuss active listening, discourse analysis and abstraction, restructuring, and memory.

Prof. Degueldre has been teaching Translation and Interpreting in English, French and Spanish for 30 years. Professor Degueldre has interpreted in over 40 countries among others at the Seoul Olympic Games, the Miami Summit of the Americas, the Free Trade Area of the Americas, and for UN, WTO, NATO, FAO, as well as in the Pentagon. He also interpreted for President Mitterrand, B. Clinton, G. Bush, M. Gorbachev, M. Thatcher, N. Mandela, B. Mulroney, H. Schmidt, among others. He has been a member of International Association of Conference Interpreters (AIIC) since 1987 and is the chair of the Interpretation Policy Advisory Committee (ATA). As consultant for United Nations, he was adviser for the African Development Bank in Abidjan, Côte d'Ivoire. He has published many articles and book chapters on interpreting and translation.

Translation Quality -- can it be defined? - Alan K. Melby

This presentation will examine translation quality from the perspective of project specifications and stakeholder satisfaction. Project specifications go far beyond initial client requirements. They may include project-team requirements that the client is not interested in. This presentation will present a system of parameters that help TSPs develop clear, structured specifications. This system of parameters began with the ASTM translation quality assurance standard (ASTM F2575-2006) but has since been expanded and refined by the BYU Translation Research Group. The presentation will also relate the parameters to six types of quality identified in research by Gregory Russell, Associate Dean, School of Business Administration, Morehead State University. This will be the first presentation relating the BYU translation parameters to the Russell quality types.

Alan K. Melby is Professor of Linguistics at Brigham Young University. He is ATA-certified French-to-English and a member of the ATA board of directors. He designed one of the first PC-based terminology management systems and was co-editor of the first version of the TMX standard for exchanging translation memories. He is now the editor of the TBX standard for exchanging termbase information. In addition to his interest in translation technology, he has been pondering and discussing translation quality since the fateful year of 1978, when he realized that universal sememes do not exist. He was part of the team that developed the ASTM translation quality assurance standard and is now part of the US delegation to ISO Technical Committee 37, where all ISO language standards, including translation standards, are developed.

Revision - André Jenkins

Words such as revision, reviewing and proofreading are often used in the world of translation. Are they synonyms? What are the differences, if any? As an integral part of the translation process revision is critical to achieving quality. Criteria for measuring quality are a relative notion,

which varies according to numerous factors: time, place, type of translation, nature of the text, purpose of the message and the identity of the receiver. What is then the real purpose of revision? Is it always required? How should it be performed? What are the main points to be addressed?

A certified translator, André Jenkins started his career in translation in 1970 after working several years in the field of language teaching. Since 1990, he has been President of Canacom, a translation firm that has been awarded for the last 13 years the Consumers' Choice Award in the Translation and Interpretation Services category in the Greater Montreal Area. Mr. Jenkins is a member of AILIA's communication and translation committees, and was a member of the Canadian General Standards Board technical committee that reviewed the draft translation service standard, which was submitted to the Standards Council of Canada for ratification as a national standard of Canada (CAN/CGSB-131.10-2008).

"What every medical interpreter needs to know to get certified" Eric Candle

The International Medical Interpreters Association (IMIA) has been working on developing a certification program for medical interpreters since its inception in 1986. It made a decision in early 2009 to create a separate organization - National Board of Certification for Medical Interpreters (NBCMI) - solely charged to oversee national certification. In October 2009, NBCMI has launched the first National Certification Program for MI in the U.S. This presentation covers the IMIA multi-exam, multi-credential model that is now being globally adopted.

Eric Candle is a Member of the Board and the NY/NJ regional representative for the International Medical Interpreters Association (IMIA). He is an adjunct professor of the Medical and Community Interpreting at the State University of New York. Credentialed Translator and professional Medical Interpreter, he has studied, worked and taught in Germany, Austria, Russia and Ukraine. Eric is the President of ECdata, Inc., a NY-based language services and information management company.

Every Word has Power - Yvonne Oswald

Yvonne Oswald is a National U.S. award winning pioneer in the field of personal growth. Voted a 2010 Woman of Influence and Inspiration by the Ministry of Government Services, Ontario, and Chair of the Board of Toronto Youth Day, she is a renowned and respected Communications Trainer and Keynote Speaker, a Certified Trainer of Hypnosis and a Master Practitioner of NLP. Nominated for the COVR Visionary award for her unique CD "Mind Magic"; her way to release negative emotions and limiting beliefs in less than a minute. A British born, qualified teacher with 20+ years' experience, Yvonne helps every audience (live, radio/television) clear issues and quantum leap their personal growth and life choices. Her best selling book, "Every Word has Power" was published by Atria/Beyond Words, who brought you The Secret.

For full abstracts and bios, visit our website at www.multi-languages.com



Translator's corner

Enhancing Translation Quality Assurance through Structured Specifications



Alan K. Melby (e-mail: akmtrg@byu.edu)

Stanford International College (www.scbt.ca) with campuses in Toronto, North York, and Mississauga, offers a diploma in Quality Control and Assurance. Their website states that successful graduates may gain employment in many sectors, "including pharmaceutical, cosmetics, building and construction, food and drink, automotive, aerospace, textiles, electrical, plastics, oil and gas". What about translation? Translation needs Quality Control (QC) and Quality Assurance (QA) just as much as other sectors. This article is about QC and QA in translation projects.

First I will distinguish QA from QC; then I will refer to some recent articles in the Multi-Languages newsletter that deal with QC; and finally, I will suggest what I believe will be the next advance in QA.

Quality Control (QC) is a check you do at the end of a process to see how things went. Let's start with the example of a factory that produces vacuum cleaners. A Quality Control person checks vacuum cleaners just before they are shipped out to be sold to the public. This may be a random check of just a fraction of the vacuum cleaners that pass before the quality control person. The QC check might include turning on the vacuum cleaner and measuring how much vacuum it creates (which indicates whether it is likely to work to clean a floor). A vacuum cleaner could fail QC for many reasons: it might not turn on because a wire was not connected; or it might not suck air very well because there is a leak somewhere; or it might make a loud noise and give off smoke because the motor shorted out.

Quality Assurance (QA) is something that happens throughout a process to reduce the number of rejections during QC. The results of QC should be fed back to QA as part of a continuous improvement cycle.

How does this apply to translation projects? The distinction between QA and QC is not so simple for translation as it is for a factory that produces many identical vacuum cleaners or other devices and has one well-defined inspection point at the end of the assembly line. In the Issue 13 of the Multi-Language newsletter, there is an article by Brian Mossop titled "Revision Parameters". Some of the parameters listed by Mossop are Completeness (have any sentences or other elements not been translated?), Sub-Language (has correct terminology been used in the target text?), and Layout (are the margins, paragraph indentation, and other aspects of presentation right?). When a reviser checks a translation for

various kinds of errors defined by revision parameters, is this Quality Assurance or Quality Control? Let's say that the last person to look at a translation before it is delivered to the client is doing Quality Control, while all the other checks done after the initial translation, including a self-check by the translator, a bilingual comparison of the source and target texts by someone other than the translator, and a unilingual check (or monolingual check as is said south of the Canadian border) by a subject matter expert, are In-Process Quality Assurance. That is, these quality assurance tasks take place during the document production process, after the initial translation.

What I would like to focus on is an aspect of Quality Assurance that begins before the initial translation. It could be called Pre-process Quality Assurance, and it consists of agreeing on a structured set of specifications for a translation project. The idea of translation specifications builds on the idea of a translation brief, which was pioneered by Venuti and Nord (see the article on the translation brief in Issue 14 of the Multi-Languages newsletter). Specifications are more than the instructions, if any, provided by the customer. Specifications include all the requirements established by a translation service provider for a particular translation. They are based on *project* parameters, as are Mossop's *revision* parameters. However, instead of asking whether a translation *has followed* the project specifications, they ask what specifications *should be followed* by the translator (and reviewer/reviser/editor and proofreader and anyone else involved in the project).

Going back to the three revision parameters mentioned earlier (Completeness, Sub-Language, and Layout), these (and others) would be included in the project parameters. Parameters can be viewed as questions, questions about what should be done or what has been done. Let's look at how this works with these three parameters.

Completeness: Usually, everything in the source text should correspond to something in the target text. However, there are cases where a summary translation is required. In that case, the project parameter is "what degree of completeness is required for this translation?" and the revision process is very different for a full translation vs. a summary translation.

Sub-Language: Often, a client will require the use of company-specific terminology that is different from the terminology in the same domain by another company. The project parameter related to sub-language or domain would ask not only what sub-language or languages are used in the source text but also whether there is a particular glossary (or better, a termbase) that should be consulted by the translator. The revision parameter for sub-language asks whether the terminology is consistent and whether it conforms to the project specifications regarding terminology.

Layout: The desired layout of the translation is not always the same as that of the source text. The project parameter for layout asks whether the layout of the translation is the same

as that of the source text and, if different, what the layout requirements are. The revision parameter for layout asks whether the layout conforms to the project specification regarding layout.

By answering all the questions asked by a standard set of project parameters – before the translator starts translating – and thus creating a structured set of specifications (based on standard parameters rather than a haphazard list of requirements), the number of errors found at each stage of QA can be reduced. But only if everyone, including the translator and those performing QA, has access to the project specifications and follows them. By everyone following the same specifications, the number of problems and rejections during QC will be minimized.

Back to the vacuum factory, suppose that the specifications for vacuums changes from 220 volts to 110 volts, but no one tells the Quality Control person. Oops! The QC person will plug a 110-volt vacuum into a 220 volt outlet, and the vacuum will likely burn up. Similar disasters occur when translation specifications are not passed down the QA/QC line. For example, a reviser might check against a different termbase or different layout stylesheet than was used earlier in the document production process.

In the Brigham Young University Translation Research Group, we have been developing a set of translation project parameters that we think apply to all projects, facilitating the establishment of tailored specifications that can be used throughout the QA/QC process. The parameters are organized into the following five categories: The parameters are organized into the following five categories: linguistic requirements, production tasks, translation environment, deliverables and deadlines, and compensation. If everyone could eventually agree on the same parameters, various specifications would have the same structure, communication within a project team and with clients and end-users would improve, and the translation industry could take the next step in enhancing quality assurance. We invite you to look at these parameters, (which can be found at www.ttt.org/specs) and provide feedback.



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Contact:

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Multi-Languages Corporation appointed as lead company of Intracom for Canada



Toronto, Canada: **Multi-Languages Corporation** is pleased to announce it has been appointed as lead company of Intracom (www.intracom.net) for Canada, a global network of Language Service Providers with ISO 9001 or equivalent certification.

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www.multi-languages.com

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www.ottiaq.org

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Seneca College

jake.atteslander@senecac.on.ca

www.senecac.on.ca/parttime/pip-language_interpreter.html

Mohawk College

<http://www.mohawkcollege.ca/Discover/CE/carts/langint.html>

Niagara College

<http://www.niagaracollege.ca/ce/courses/Language-Interpreter.htm>

St. Clair College

http://www.stclaircollege.ca/yourweekendcollege/weekendcollege_languageinterpreter.html

Conestoga College

<http://www.conestogac.on.ca/ce/catlg/pgmdetails.jsp?ProgramCode=1188&v=0809>

Professional Certification

Association of Translators and
Interpreters of Ontario - ATIO
www.atio.on.ca

Canadian Translators, Terminologists and
Interpreters Council
www.cttic.org

Ordre des traducteurs, terminologues et
interprètes agréés du Québec - OTTIAQ
www.ottiaq.org

American Translators Association
www.atanet.org

The National Board of Certification for
Medical Interpreters
www.certifiedmedicalinterpreters.org

International Association of Conference
Interpreters
www.aiic.net

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Useful links

Language Industry Association - AILIA
www.ailia.ca

**International Medical Interpreters
Association - IMIA**
www.imiaweb.org

Healthcare Interpretation Network
www.healthcareinterpretationnetwork.ca

Language Portal of Canada
www.noslangues-ourlanguages.gc.ca

Ontario Government Terminology
www.onterm.gov.on.ca

Critical Link International
www.criticallink.org

**Literary Translator's Association of
Canada**
www.attlc-ltac.org

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