



Standard Guide for Quality Assurance in Translation¹

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1. Scope

1.1 This guide identifies factors relevant to the quality of language translation services for each phase of a translation project. The guide is intended for use by all stakeholders, with varying levels of knowledge in the field of translation.

1.2 This guide is designed to provide a framework for agreement on specifications for translation projects. Within this framework, the participants in a service agreement can define the processes necessary to arrive at a product of desired quality to serve the needs and expectations of the end user.

1.3 This guide does not provide specific metrics.

1.4 This guide also includes a list of specification parameters that shall be considered before work begins.

1.5 Translation can be viewed in a number of contexts.

1.5.1 One is that of globalization, internationalization, localization, and translation (GILT), which takes products or services created for one audience and makes them suitable to various foreign language audiences, whether in the home country or around the globe. In the case of products or services that are accompanied by or contain textual material, this process must be sensitive to cultural aspects of the geographic region and language of specific markets, sometimes referred to as locales.

1.5.2 Translation can also be viewed in the context of various government practices, including communicating an identical, uniform message to many locales at the same time, that is, not altering the message even slightly for individual locales, and, in information gathering, retaining the original flavor of the source text, purposely avoiding localization.

1.5.3 Finally, translation can be viewed in a more general context. Although much translation is done in a GILT context or for government purposes (for example, diplomacy, law enforcement, health and human services, security, and so forth), there are many other types of translation performed for the understanding of materials (for example, journals, letters,

news broadcasts, and communications) that have been written in another language. Some types of translation may not include localization.

1.6 This guide offers an organized collection of information and does not recommend a specific course of action. This guide cannot replace education or experience and should be used in conjunction with professional judgment. Not all aspects of this guide can be applicable in all circumstances. This ASTM guide is not intended to represent or replace the standard of care by which the adequacy of a given professional service shall be judged, nor should this guide be applied without consideration of a project's unique aspects. The word "Standard" in the title of this guide means only that the guide has been approved through the ASTM International consensus process.

1.7 This guide does not address interpreting (also called interpretation), which involves spoken language as opposed to written language (see Guide F2089).

2. Referenced Documents

2.1 *ASTM Standards*:²

F2089 Practice for Language Interpreting

2.2 *ISO Standards*:³

ISO 1087-1 Terminology—Vocabulary—Part 1: Theory and Application

ISO 1087-2 Terminology—Vocabulary—Part 2: Computer Applications

ISO 9000 2005 Quality Management Systems—Fundamentals and Vocabulary

2.3 *DIN Standard*:⁴

DIN 2345 Translation Contracts

3. Terminology

3.1 *Definitions*:

3.1.1 *adaptation, n*—localization procedure through which the translator replaces a culture-specific aspect of a product,

¹ This guide is under the jurisdiction of ASTM Committee F43 on Language Services and Products and is the direct responsibility of Subcommittee F43.03 on Language Translation.

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² For referenced ASTM standards, visit the ASTM website, www.astm.org, or contact ASTM Customer Service at service@astm.org. For *Annual Book of ASTM Standards* volume information, refer to the standard's Document Summary page on the ASTM website.

³ Available from American National Standards Institute (ANSI), 25 W. 43rd St., 4th Floor, New York, NY 10036.

⁴ Available from Beuth Verlag GmbH (DIN-- DIN Deutsches Institut für Normung e.V.), Burggrafenstrasse 6, 10787, Berlin, Germany.