TQAUDITOR Quick Start Guide

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About TQAuditor

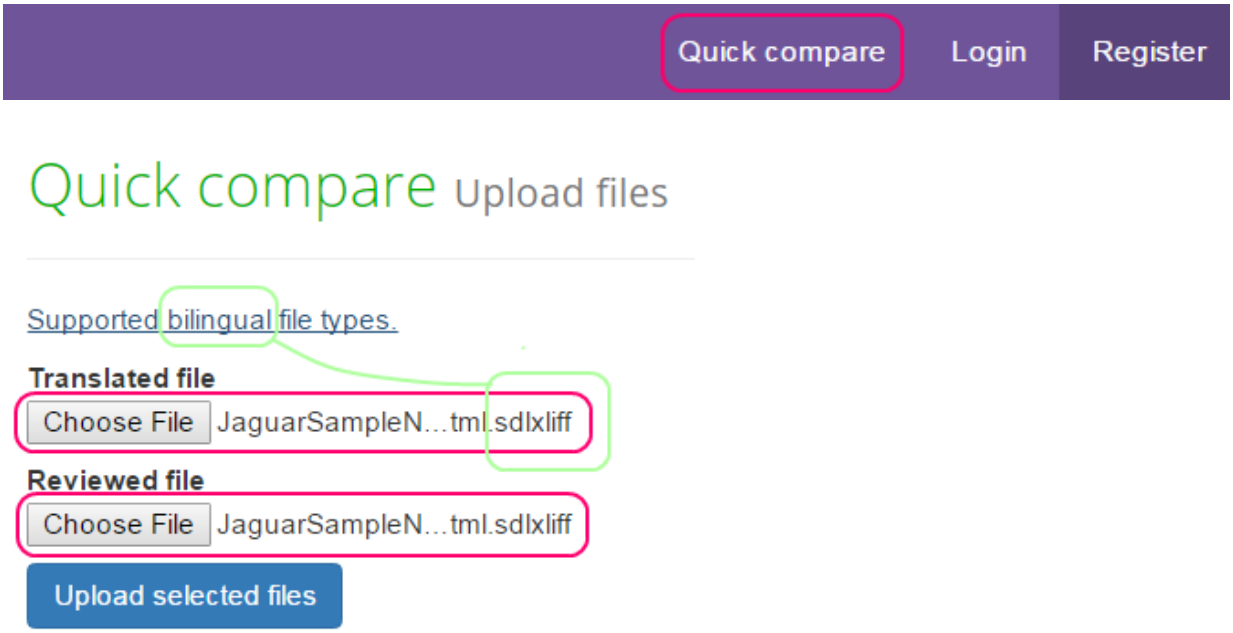
TQAuditor 2.0 is the system, that **evaluates and monitors translation quality** and allows you to:

- **compare** unedited translation made by translator with edited version received from an editor
- **generate a report** about editor's corrections
- **classify** each correction by mistake type and severity, thus allowing to get the translation quality evaluation score with a maximum 100 points
- ensure **anonymous communication** between a translator and an editor regarding corrections and mistakes classification
- **automate a process** of maintaining the evaluation project
- **save** all evaluated translations **in the database** and create the translation quality reports at the company: you can **create the list of top translators** with the highest score, **see dynamics of quality** per individual translator by month, etc.

Start without registration

You can compare two versions of translated files in the system even without registering an account.

Go to https://tqauditor.com and use **Quick compare**.



Translated files — add here unedited **bilingual** files using **Choose File** button.

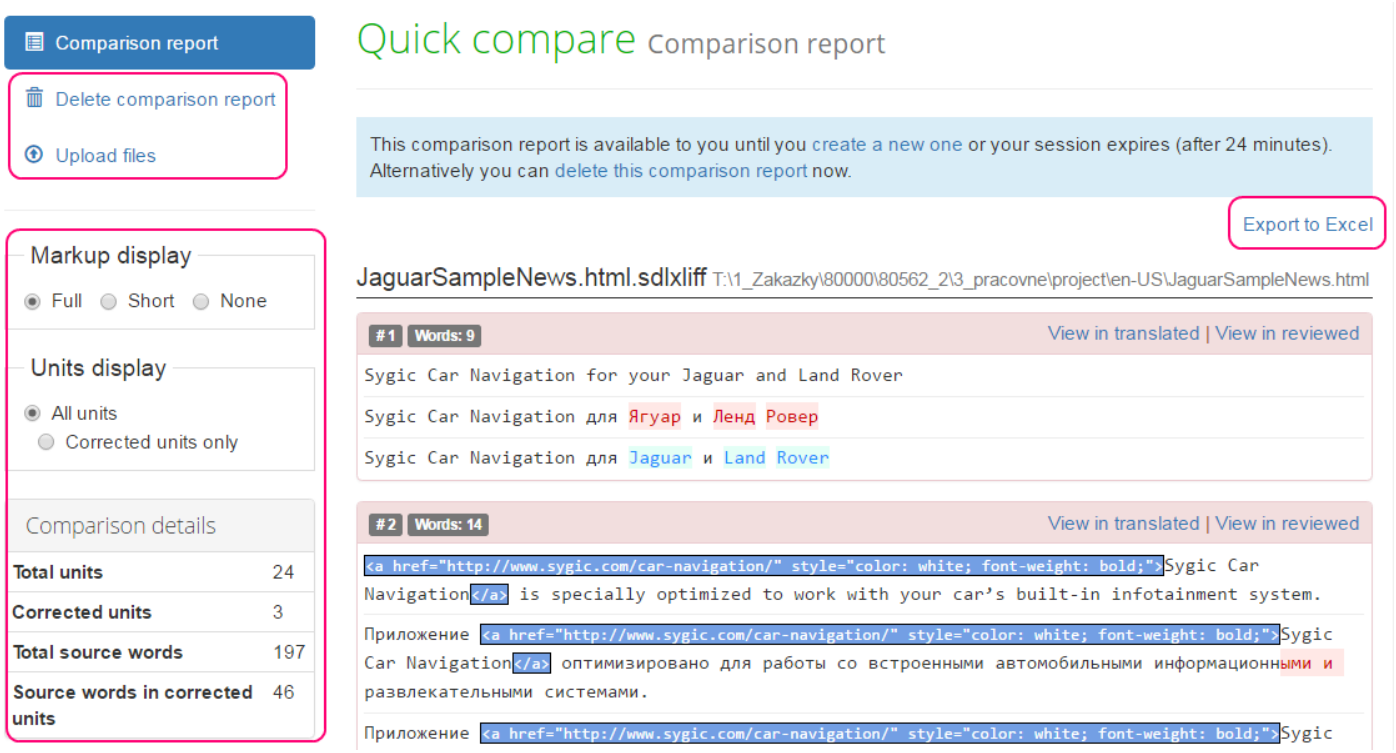
Reviewed files — add here edited **bilingual** files using **Choose File** button.

TQAuditor 2.0 accepts bilingual files of different formats (Helium, XLF, XLZ, SDLXliff, TTX, TMX).

Press **Upload selected files.**

Then appears the page with **Comparison report** and additional options.

Let's review them in details.

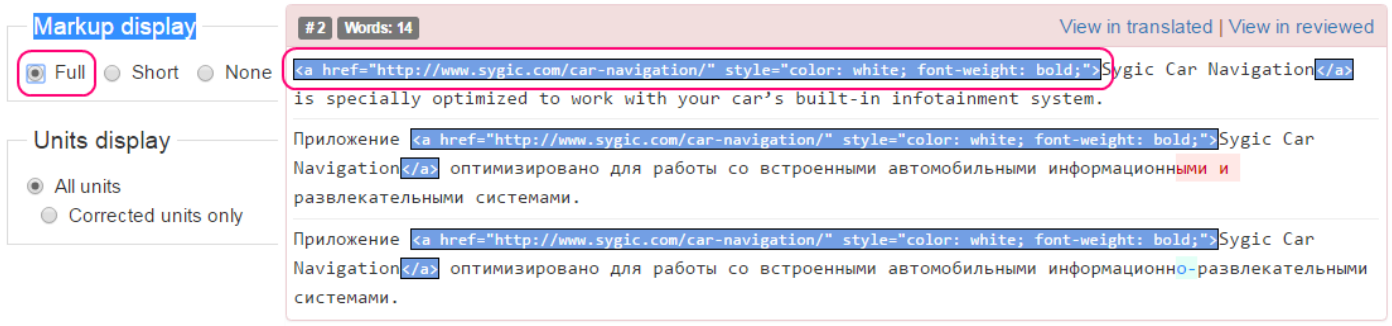


Delete comparison report or **Upload files**, if you need no more current information or want to upload another files for new comparison report.

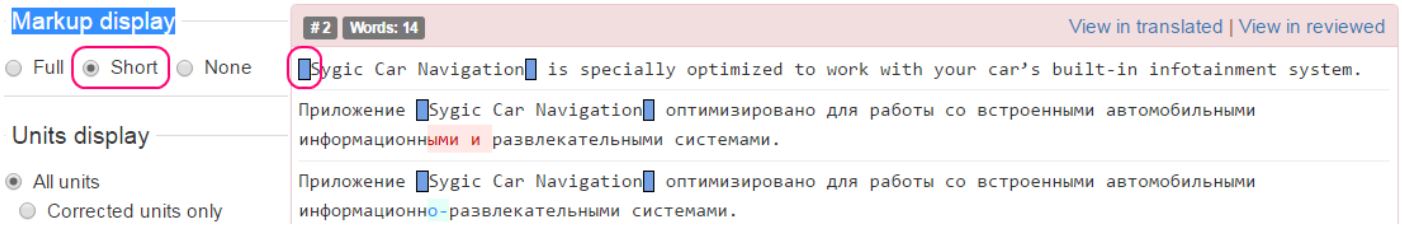
Export to Excel and have the fixes in columns for comparing.

With option **Markup display** you choose tags display:

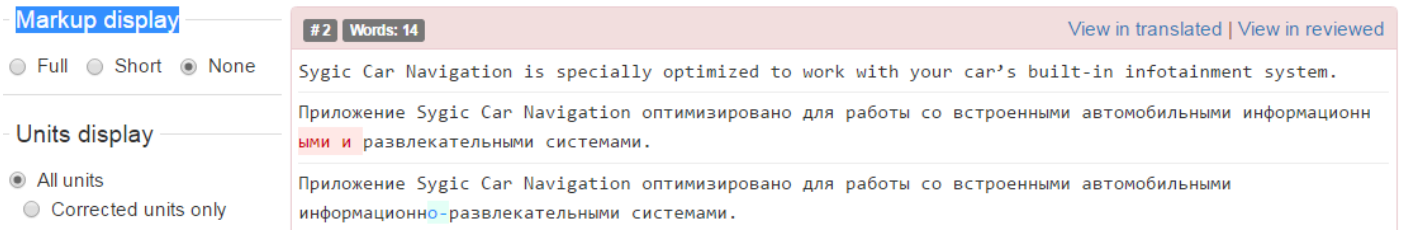
- **Full** – tags have original length, so you can see the data within.



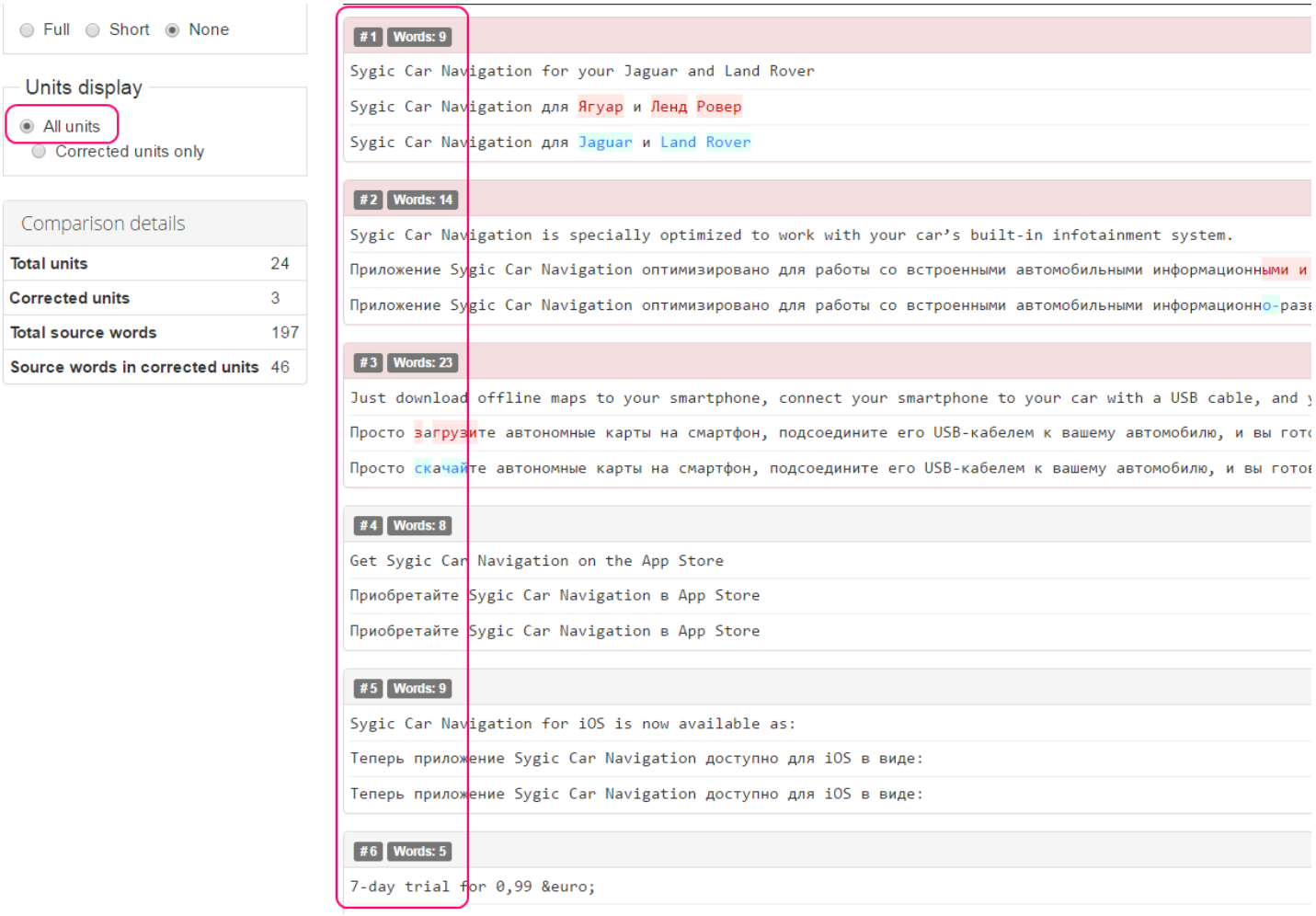
- **Short** – tags compressed and you see only their position in the text.

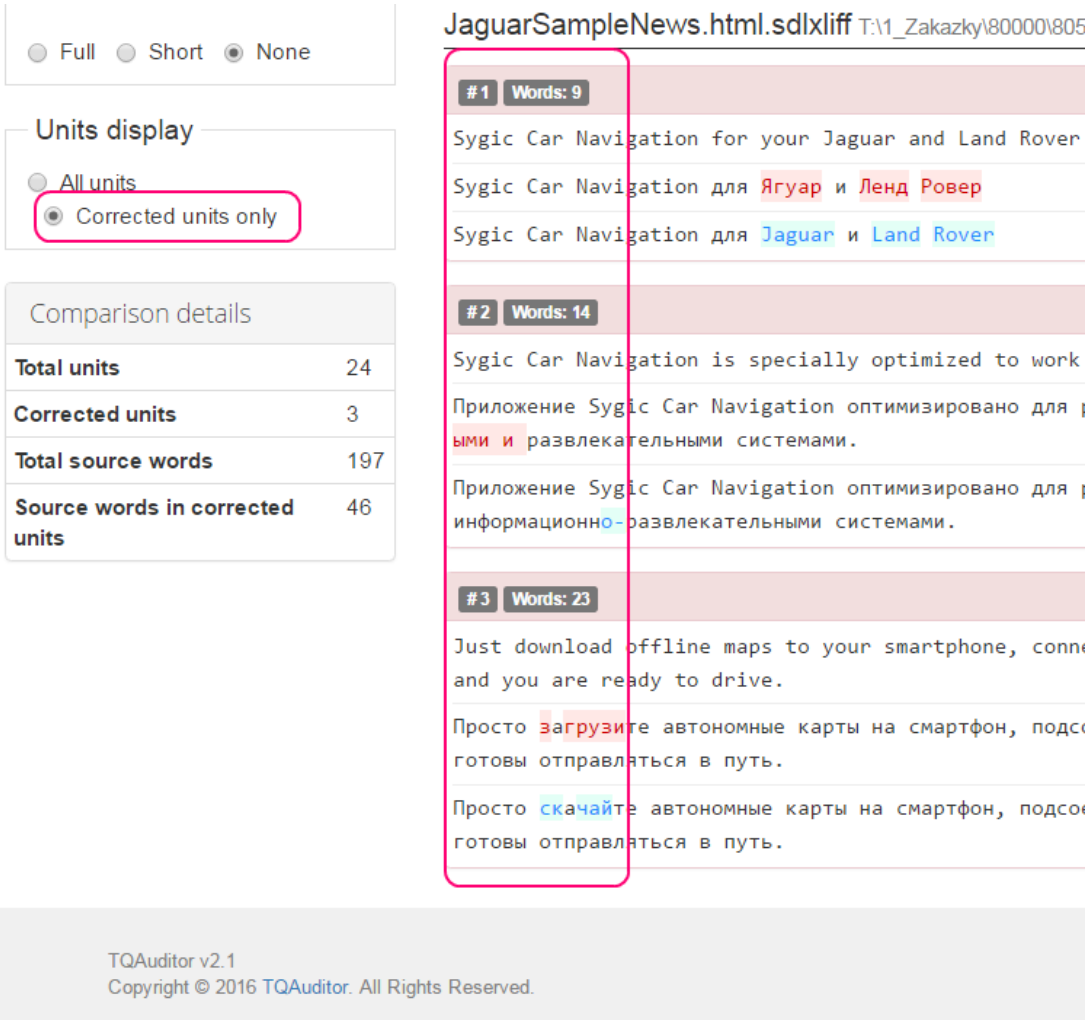


- **None** – tags are totally hidden, so will not distract you.



Units display shows all text segments – **All units**, or nothing but amended – **Corrected units only**.





That's it. To discover the other features of TQAuditor, you need to register.

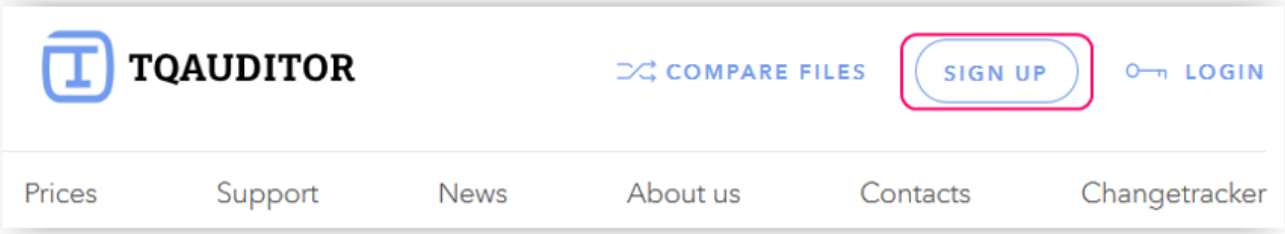
Please see the next chapters.

Account registration

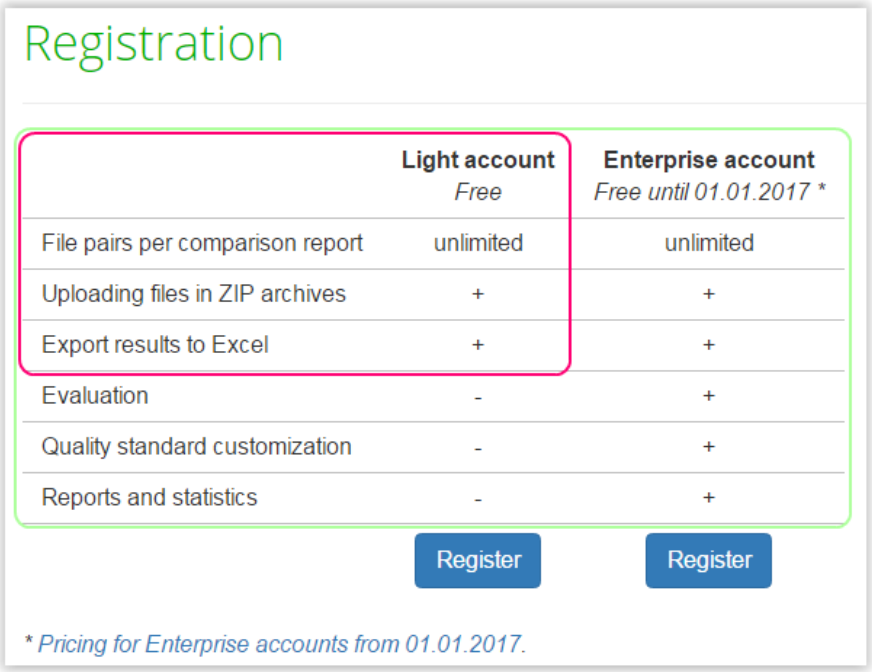
You'll need to register an account to benefit from the full functionality of the system, e.g. comparing many file pairs at once, classify mistakes, get the quality score of the translation, enable discussion between the translator and editor, and see the detailed reports of everything that happens with translation quality in your company.

So let's start the registration…

1. Go to www.tquauditor.com and press **Sign Up**:



2. Choose the type of account: **Light account** or **Enterprise account:**



Light account includes comparison options:

- Unlimited quantity of file pairs per comparison report
- Uploading files in ZIP archives
- Export results to Excel

Enterprise account in addition to comparison options includes evaluation options and statistics:

- Unlimited quantity of file pairs per comparison report
- Uploading files in ZIP archives
- Export results to Excel
- Evaluation
- Quality standard customization
- Reports and statistics

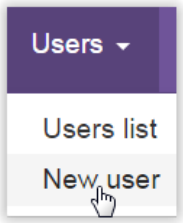
3. Fill in all the fields with required information and select Submit.

Now you have an account. We need to add your translators, managers and evaluators in the system. Please see the next chapter.

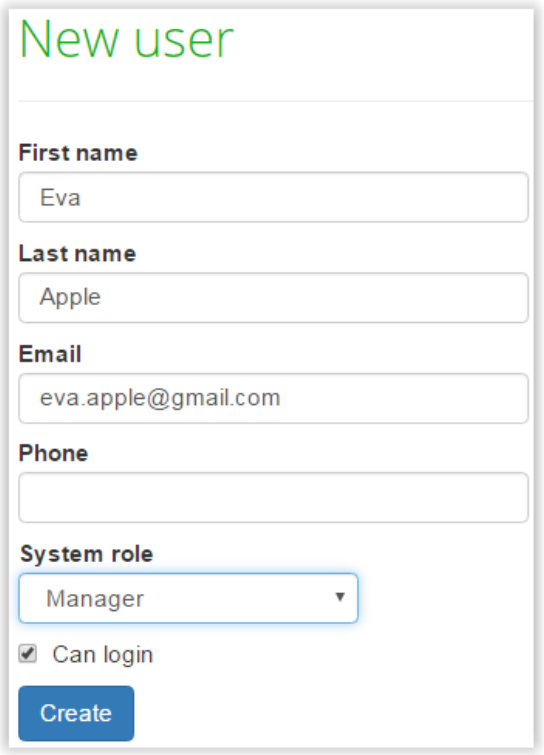
Adding users

To add the user, you need to do the following:

Go to **Users -> New user:**



Fill in all the fields and press **Create** button.

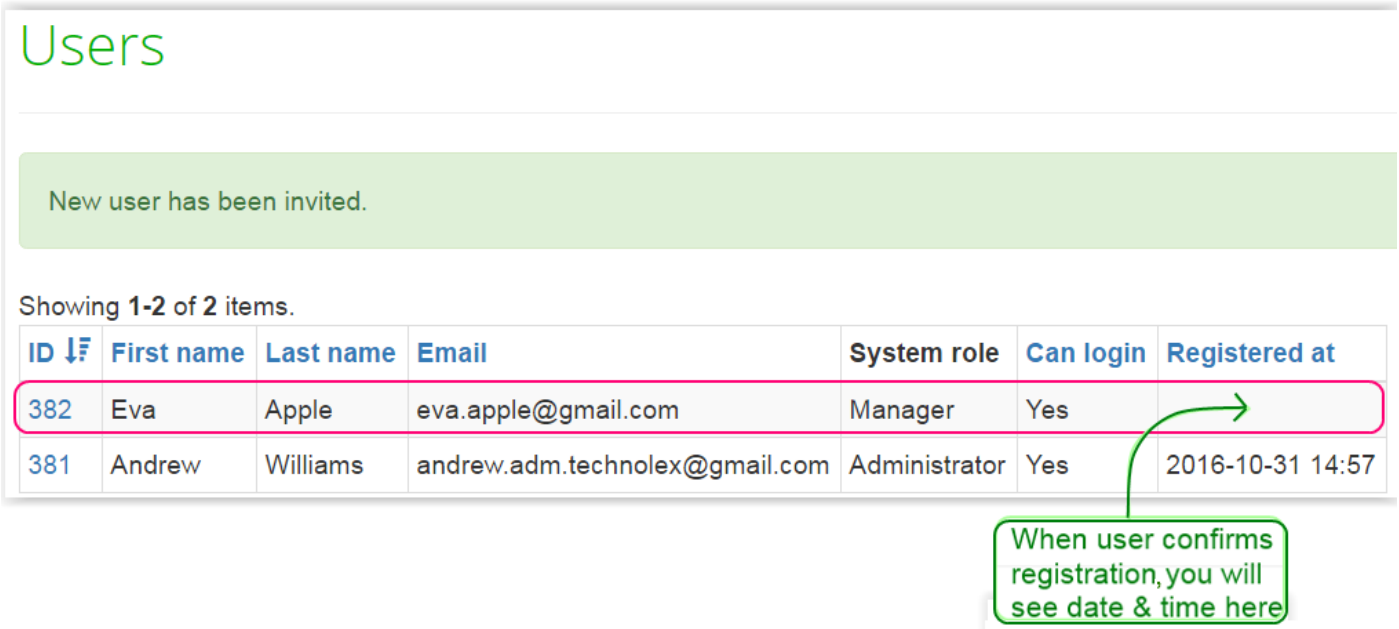


System will send confirmation e-mail to just created user.

And you will see, that user appeared in the list (**Users -> Users list**).

You may also **Edit user details** or **Resend invitation** (for this, click on user ID).

Note: you may assign **Arbiter** creating a project. System role for Arbiter may be Evaluator, Manager or Administrator.



User must confirm registration.

Note! There are 4 types of users in the system with different roles:

1) **Translator** role allows to:
   — View the reports about made corrections and the evaluated translations made by that translator.
   — Add comments about the corrections and send the project for reevaluation.
   — View statistical reports about translations quality for that translator.
2) **Evaluator** role allows to:
   — Do the same actions as Translator (described above).
   — Compare the files to generate the report of corrections.
   — Classify each correction by mistake type and severity.
   — View statistical reports about evaluations for that evaluator.
3) **Manager** role allows to:
   — Do the same actions as Evaluator (described above).
   — Create and launch evaluation projects.
   — Assign and change different project participants.
   — Edit general information about the project.
   — View statistical reports about the work of translators and evaluators.
4) **Administrator** role allows to:
   — Do the same actions as Manager (described above).
   — Add, edit and remove users.
   — Define quality standards (e.g. mistake types, scores and quality levels).
   — Edit system settings.
   — Send messages to users.

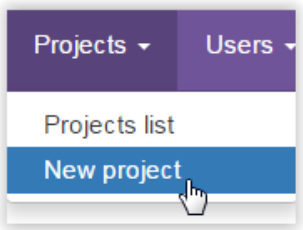
Now, when all users are added, we may start working with projects. Please see the next chapter.

Project creation

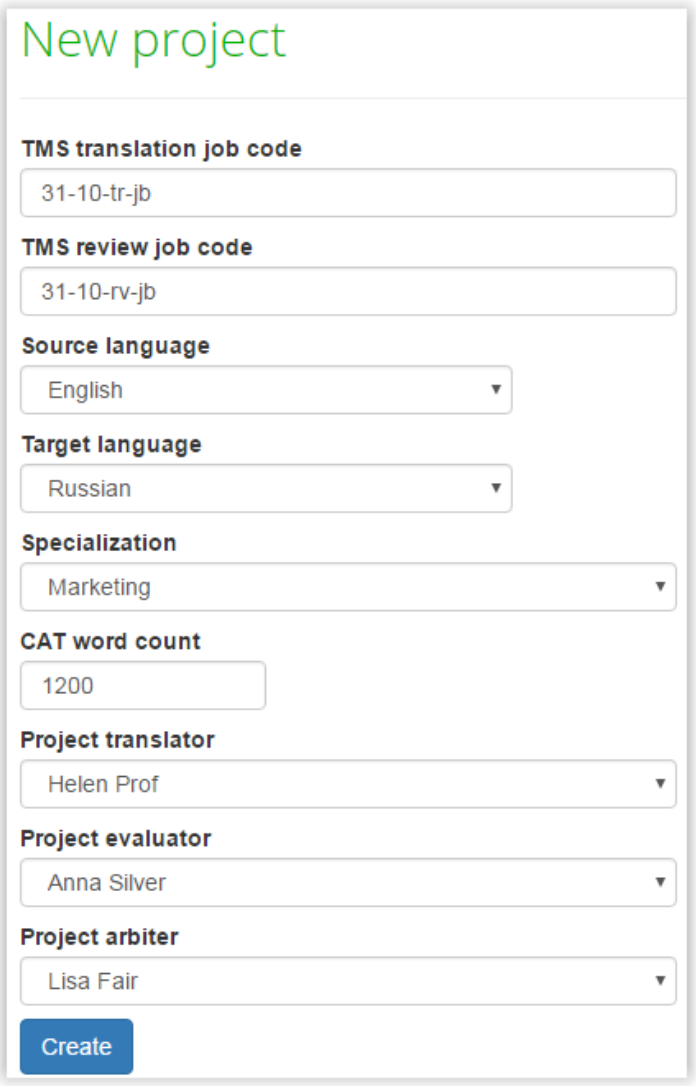
Creating a translation quality evaluation project takes a minute or two.

The manager has just to appoint the project evaluator, project translator, project arbiter, enter some basic project info, and let the system take care about the project:

To start a new project, go to:

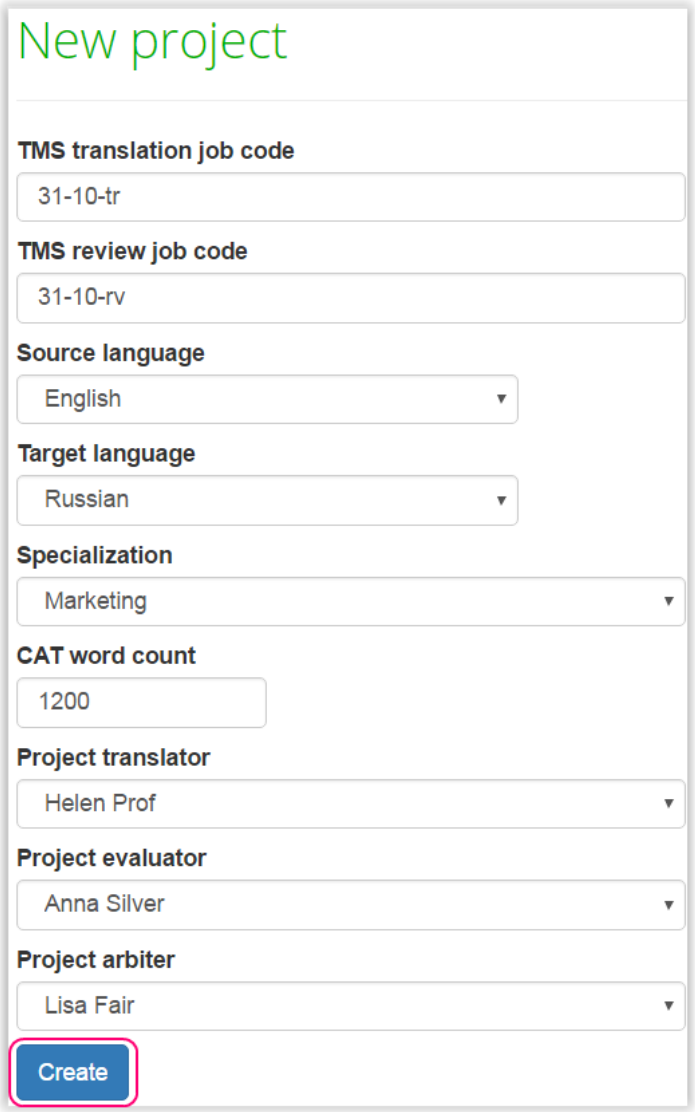


Fill in the blank and press **Create** button.

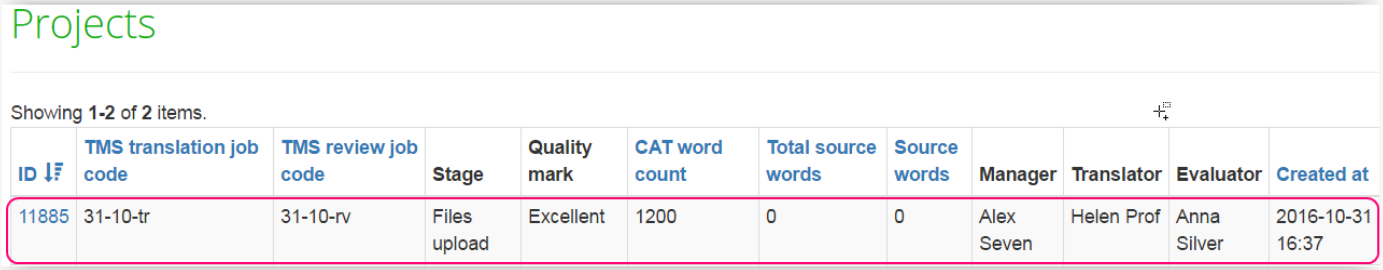


TMS translation job code — project code, entered by manager.
TMS review job code — project code, entered by manager (differs from translation job code).
Source language — language being translated from.
Target language — language being translated to.
Specialization — Select translation specialization (first it should be created: System -> Specialization -> New specialization).
CAT word count — number of words the translator is paid for.
Project translator — user, that performs translations (may be assigned for everyone).
Project evaluator — user, that evaluates translations (may be assigned for everyone, excluding translator).
Project arbiter — user, that becomes judge between translator and evaluator in controversial situations, arbiter's decision about evaluation is final (may be assigned for everyone, excluding translator).

Note: manager may assign himself as **Project arbiter.**



New project appeared at the list:



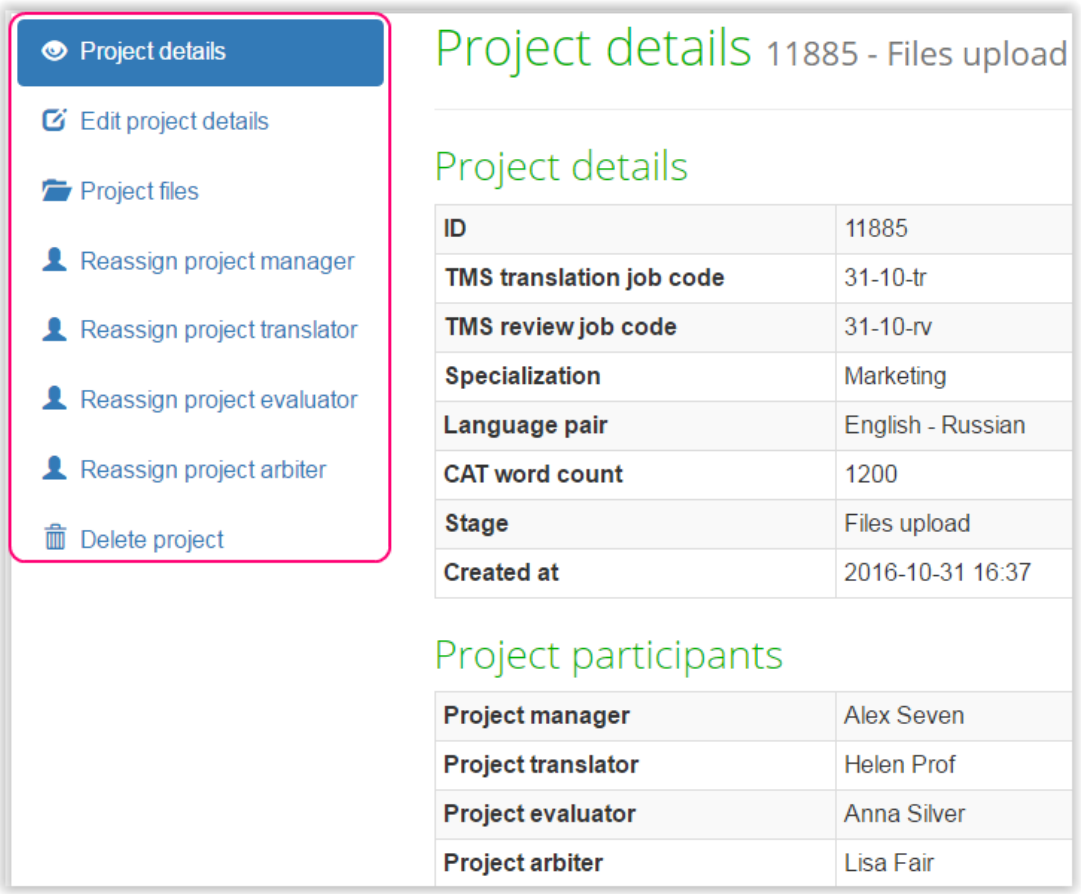
Projects

Showing **1-2** of **2** items.

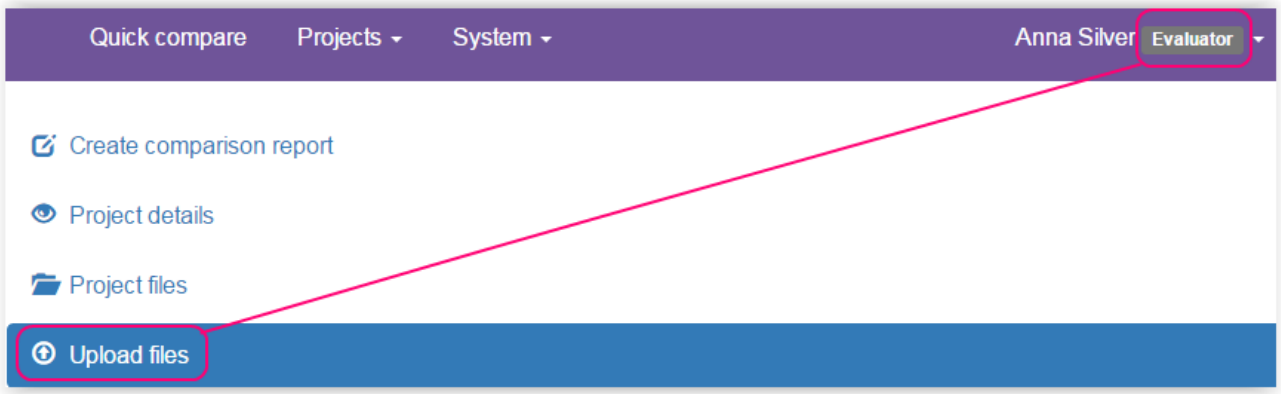
ID	TMS translation job code	TMS review job code	Stage	Quality mark	CAT word count	Total source words	Source words	Manager	Translator	Evaluator	Created at
11885	31-10-tr	31-10-rv	Files upload	Excellent	1200	0	0	Alex Seven	Helen Prof	Anna Silver	2016-10-31 16:37

To see project details, select ID number:

Manager can control the project — edit & download project files, reassign participants (manager, translator, evaluator or arbiter) or delete this project at all.



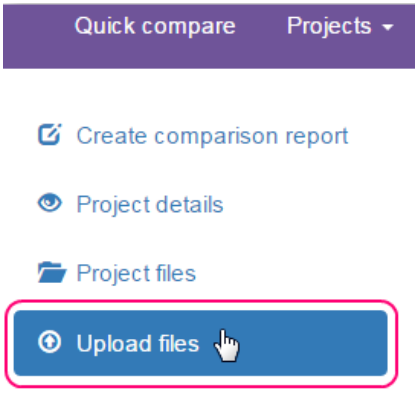
Note: Evaluator (not manager) uploads the files. Manager may only download them, if needed:



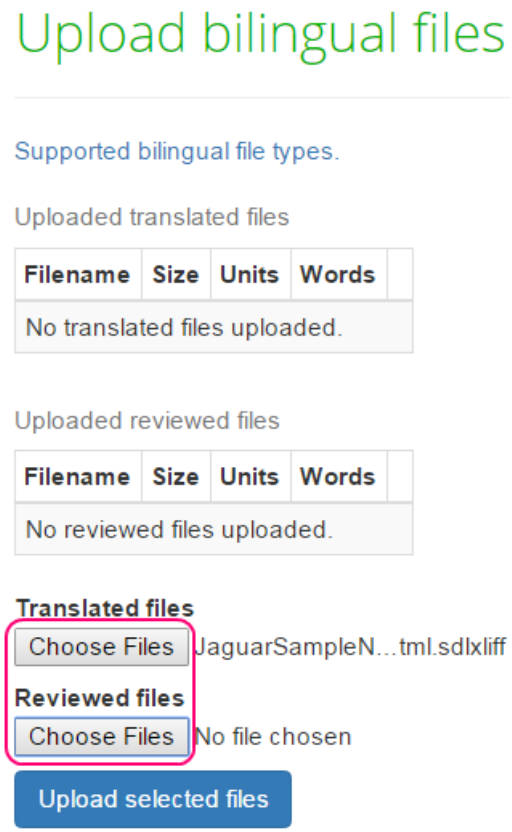
Now, the project has been created, and manager can forget about it. The system sends an email notification to the project evaluator, who has to follow the instructions from the next chapter.

Files comparison

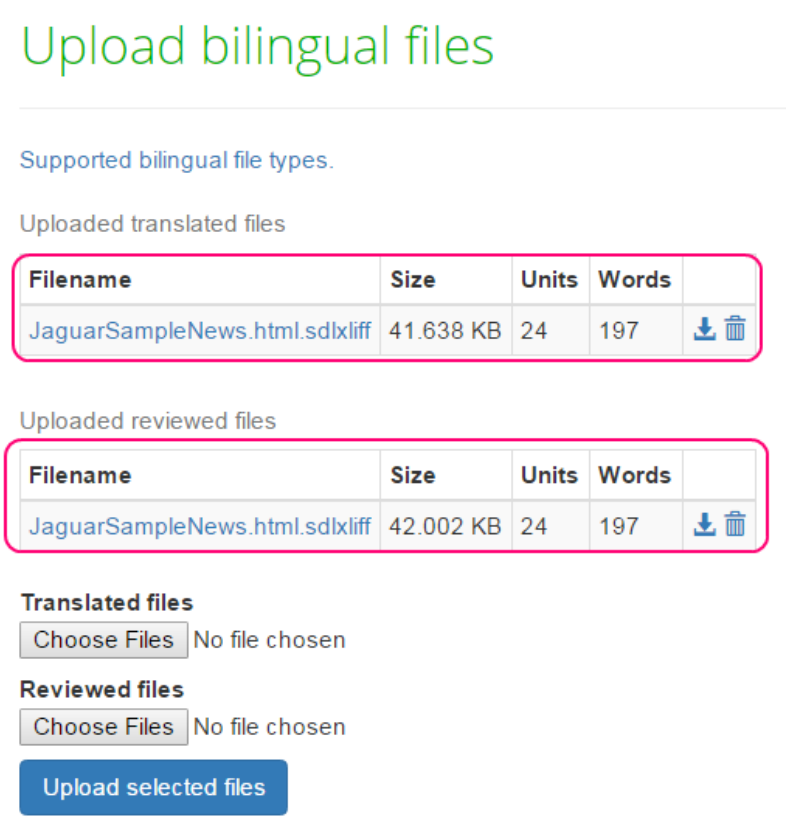
After receiving an evaluation request from the system, the project evaluator has to compare edited files with unedited ones.



First evaluator uploads them. He has to choose files to compare and click **Upload selected files**:

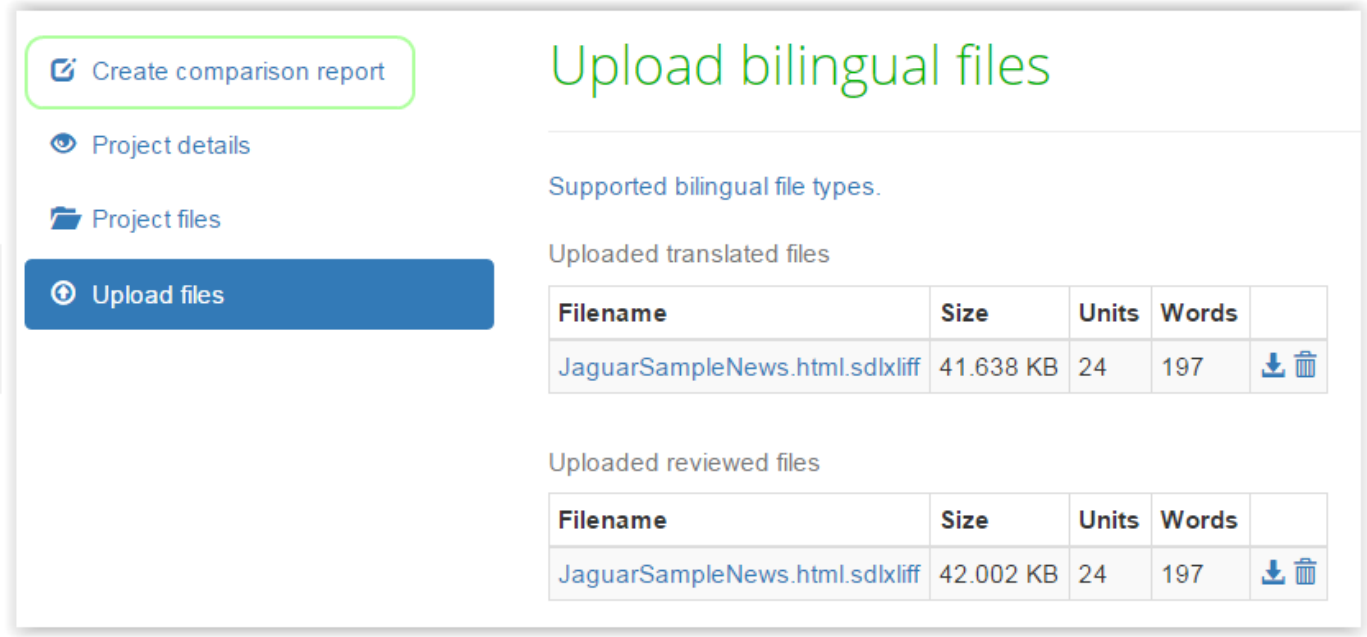


Files uploaded:



Evaluator may select several files — use **Choose files** buttons.

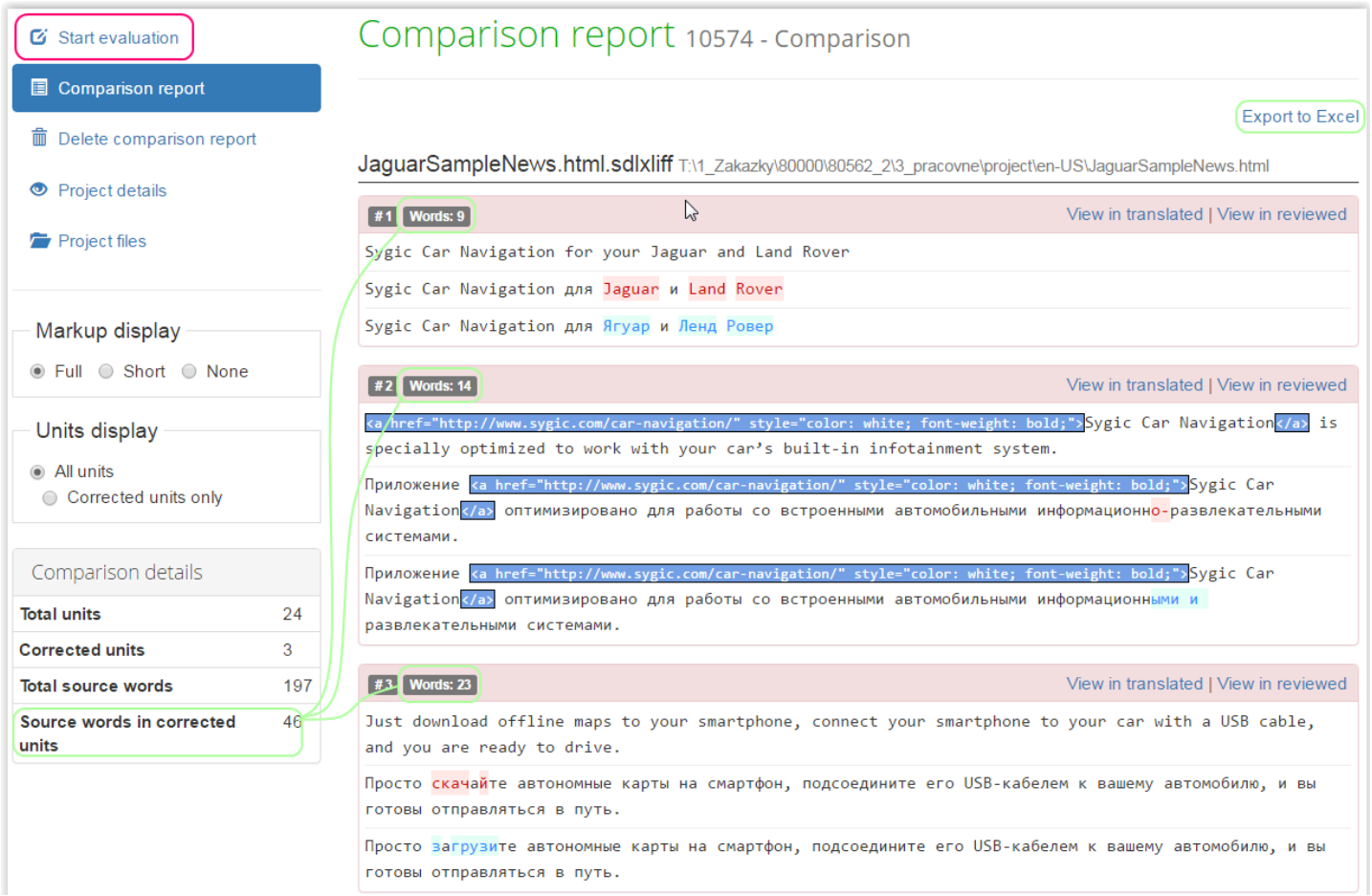
After uploading click **Create comparison report**:



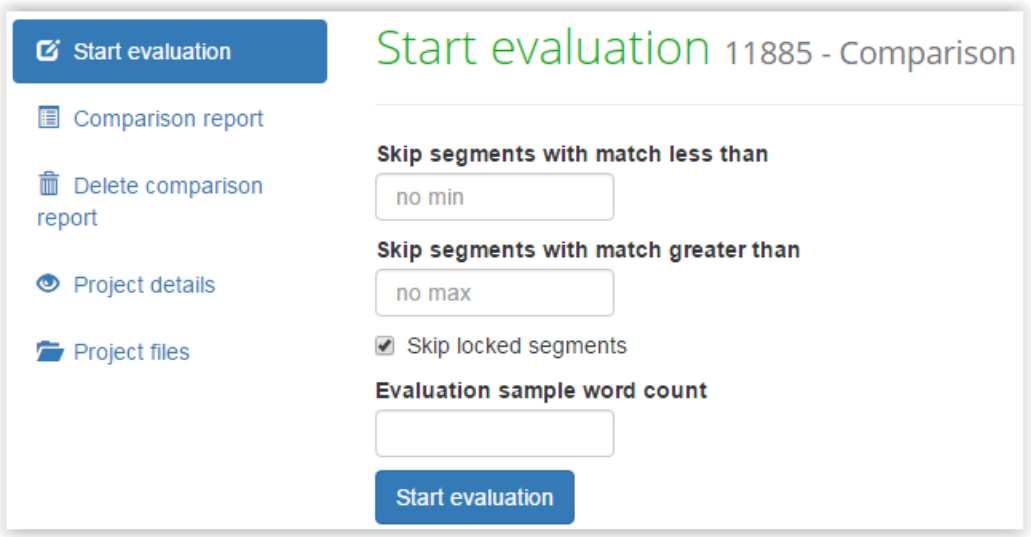
Comparison report has word count for each segment, useful statistics and filters.

You may even export report to Excel.

Let's continue — press **Start evaluation**:



You may configure evaluation process:



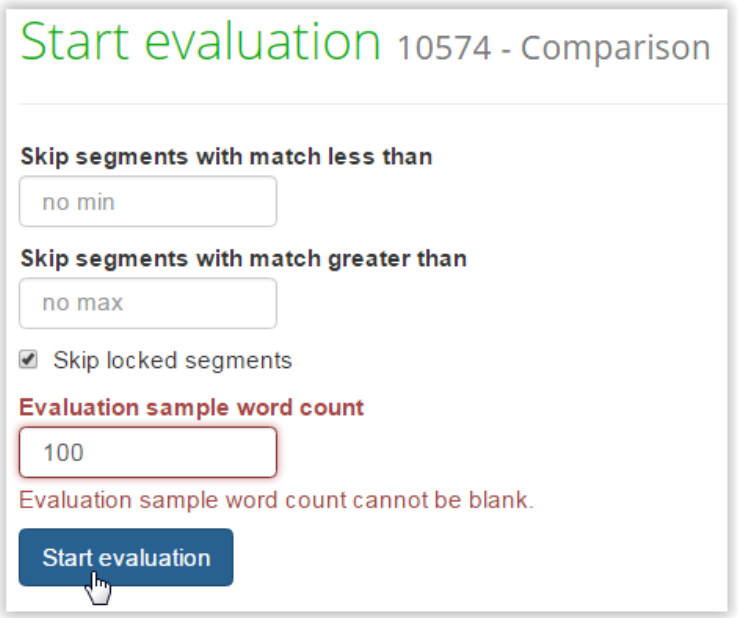
Skip segments with match less than — fuzzy match percentage. Program will hide segments with match less, that you specified.

Skip segments with match greater than — fuzzy match percentage. Program will hide segments with match greater, that you specified.

Skip locked segments — hide "freezed" segments (for example client wants some parts, extremely important for him, stayed unchanged and block them, and extra segments slow down editor's work).

Evaluation sample word count — quantity of words in edited segments, chosen for evaluation.

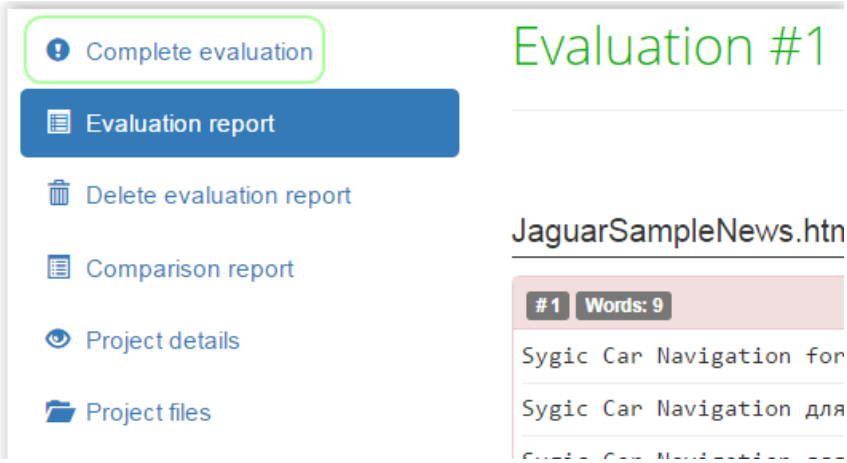
Press **start evaluation:**



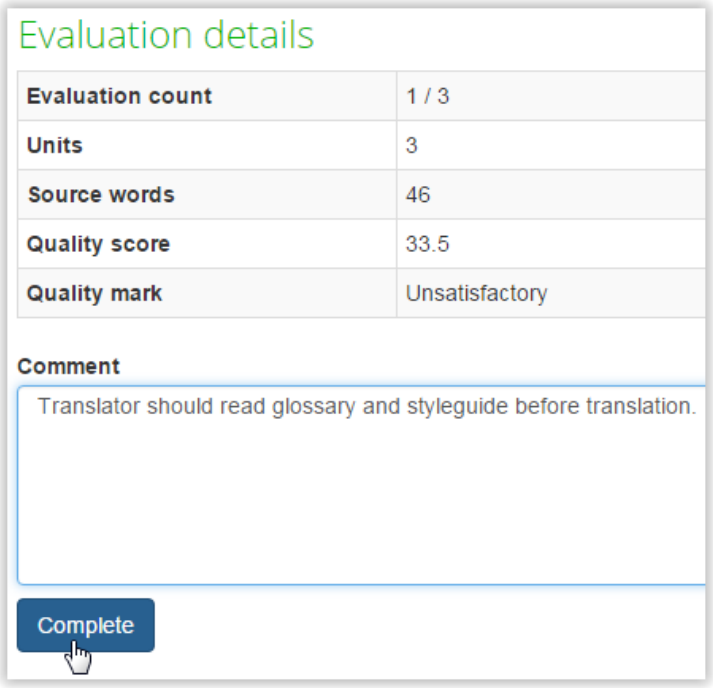
Evaluation started.

For convenience, you may view every segment in comparison report — use **View in comparison**.

When you have evaluated all segments press **Complete evaluation**:



Describe translation in general or give advice to translator and press **Complete** button:



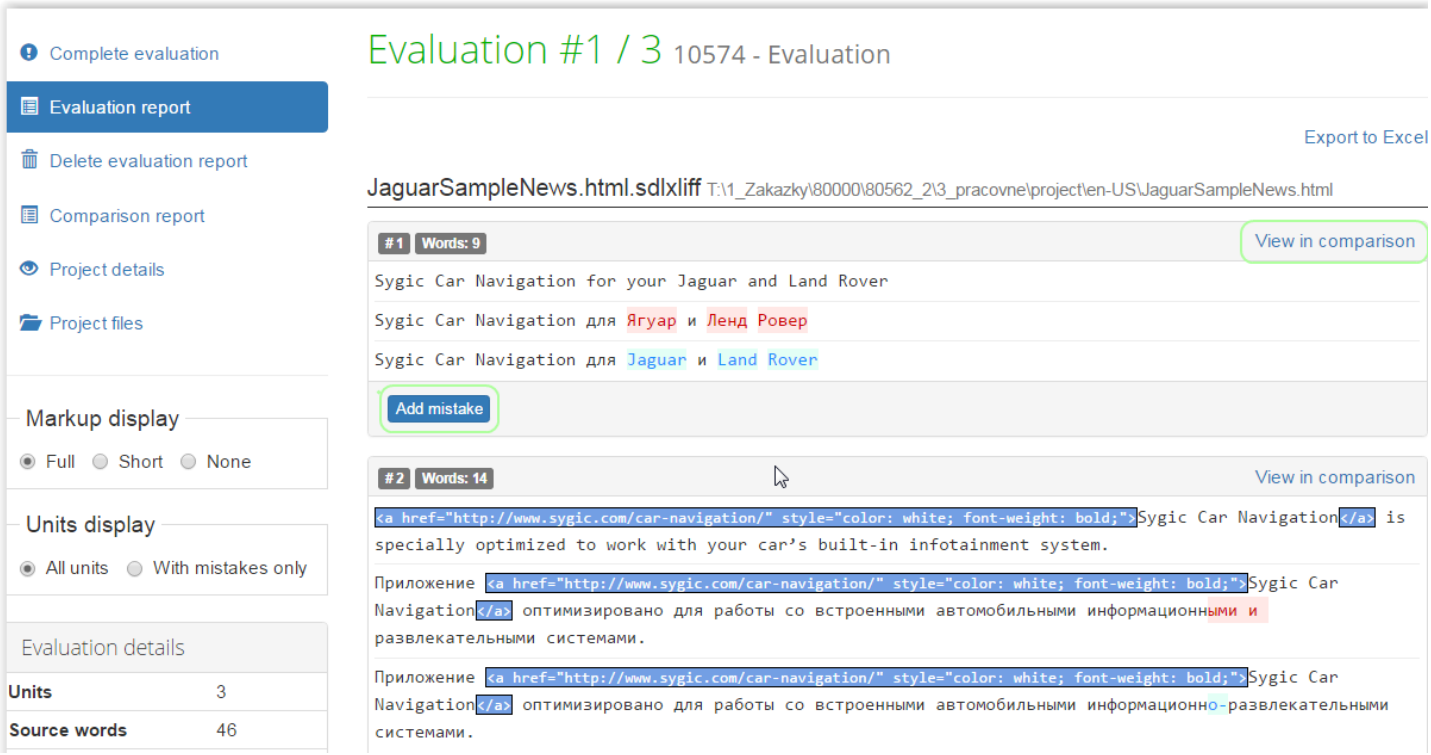
After generating the comparison report, the system sends the notification to the translator, and the translator may see all the corrections done in his deliveries.

But this is just the beginning — the project evaluator may start quality assessment process. Please see next chapter for more info.

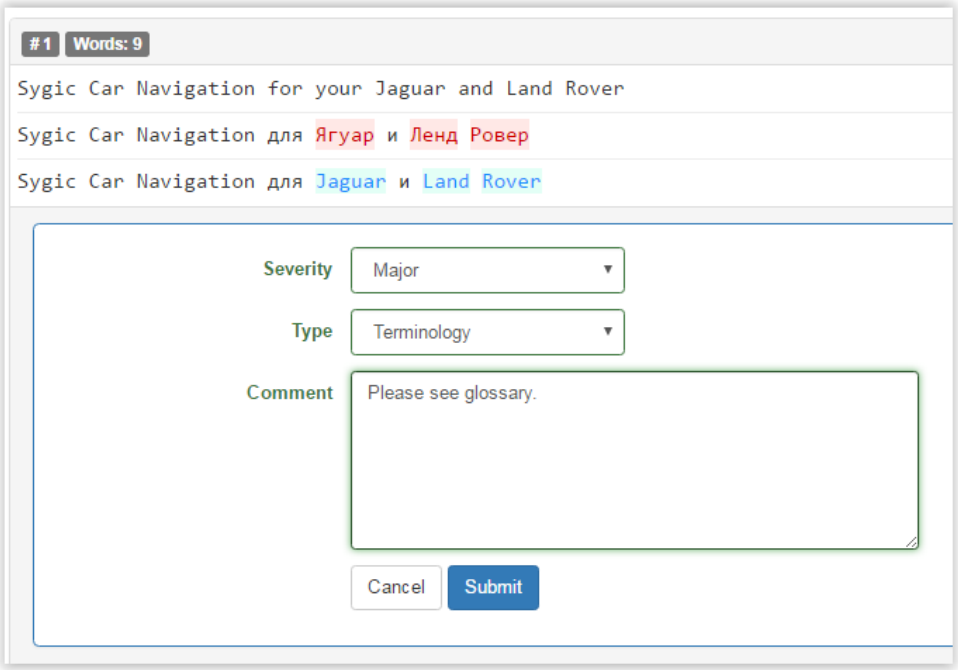
Quality evaluation

In this step, the project evaluator has to select the sample for the quality assessment and classify every correction by type and severity:

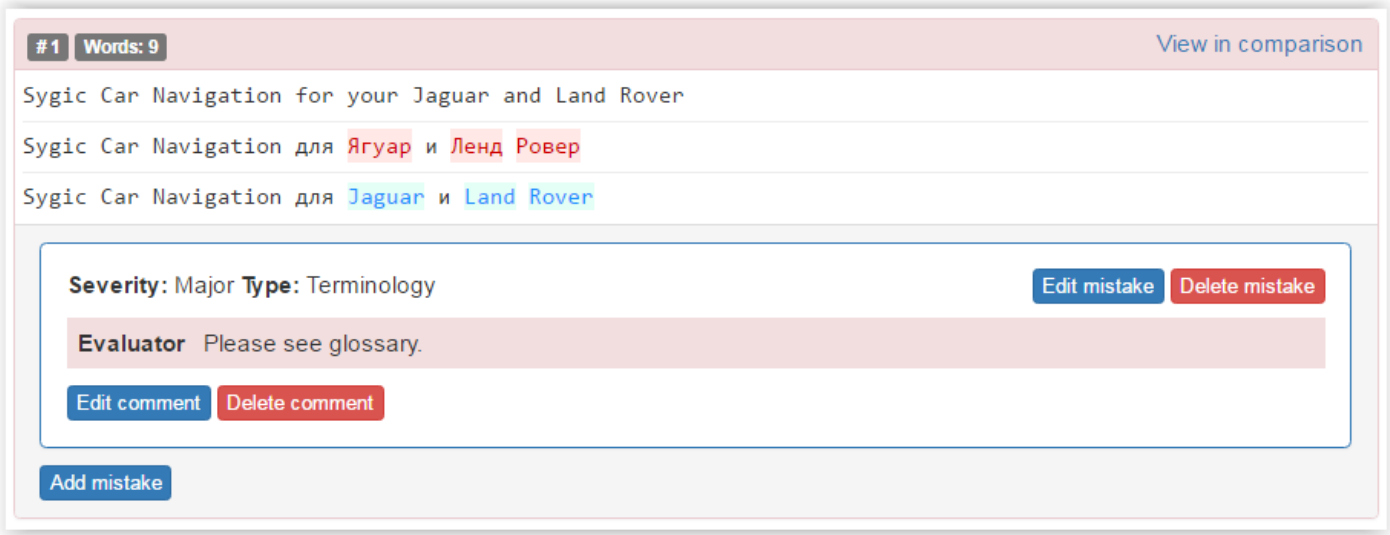
Select **Add mistake:**



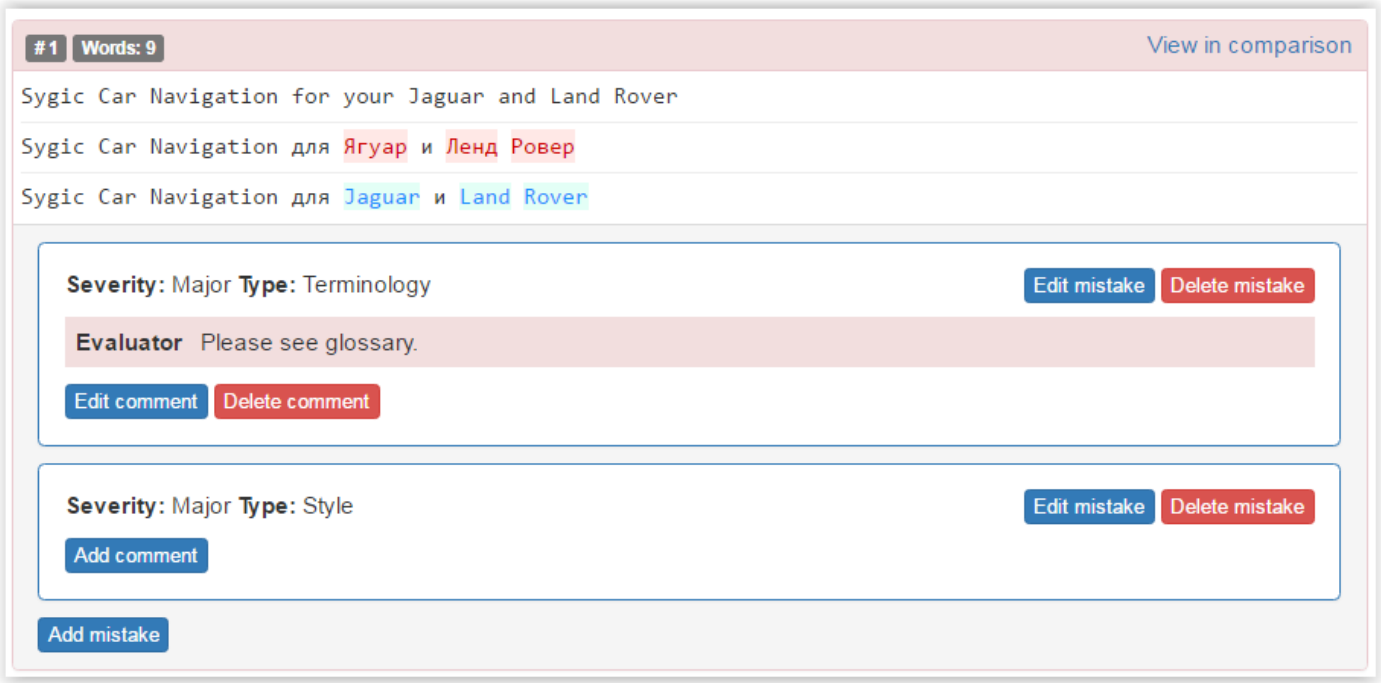
Add information about mistake and click **Submit**:



You may also edit, delete mistake/comment:



Or add another mistake — **Add mistake**:



When the mistakes classification is done, the project evaluator has to press **Complete evaluation => Complete**, and the system will send the quality assessment report to the translator. See translator's steps in the next chapter.

Discussion of mistakes

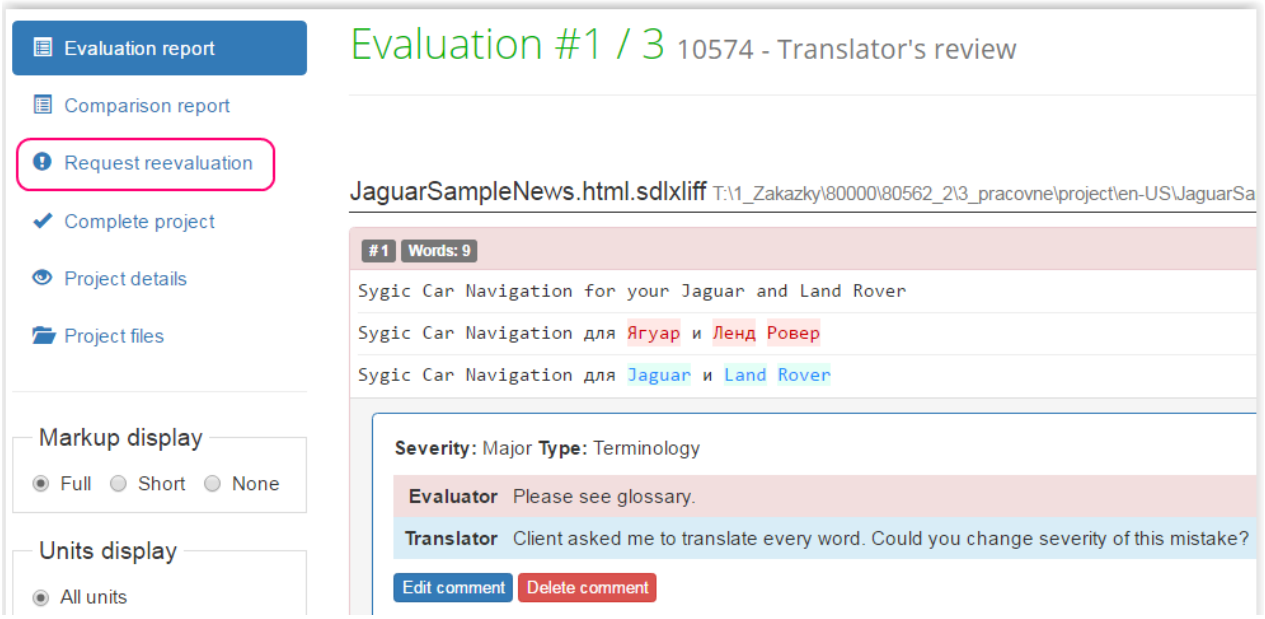
When project evaluator finishes assessing the translation quality, project translator gets email notification.

Translator reviews the quality feedback

After the translator has received the email with the translation quality evaluation, the translator should do the following actions:

1. View **Comparison report** tab. Look through all the corrections made by the editor.
2. Go to **Evaluation report**.
3. Look through classification of each mistake.
4. If you agree with classification of all the mistakes, press **Complete project**. The project and its evaluation score are finalized at this stage. If you do not agree with classification of some mistakes, do the following actions.
5. Press **Add Comment** in the box of the mistake that you do not agree with and enter it clicking **Submit**:

6. When you have entered all the comments, send the project for reevaluation by pressing **Request reevaluation**:



7. The project will be sent to the evaluator, who will review your comments. If they are convincing, the evaluator will change the mistake severity in your favor. You will receive the reevaluated project. You are able to send this project for reevaluation one more time.
8. If you have not reached agreement with the evaluator, you can send the project to the arbiter by pressing **Request arbitration** (it appears instead of **Request reevaluation**):

9. The arbiter will provide a final score, that cannot be disputed.

Evaluator reviews the translator's comments

At this stage the evaluator needs to review all the translator's comments with objections. The evaluator has the following instructions:

1. If the translator is right, change the mistake's severity and enter your comment why it has been changed. If the translator is wrong, enter your comment why the mistake's severity has not been changed.
2. To finish, press **Complete reevaluation**. The project will be sent to the translator for review.

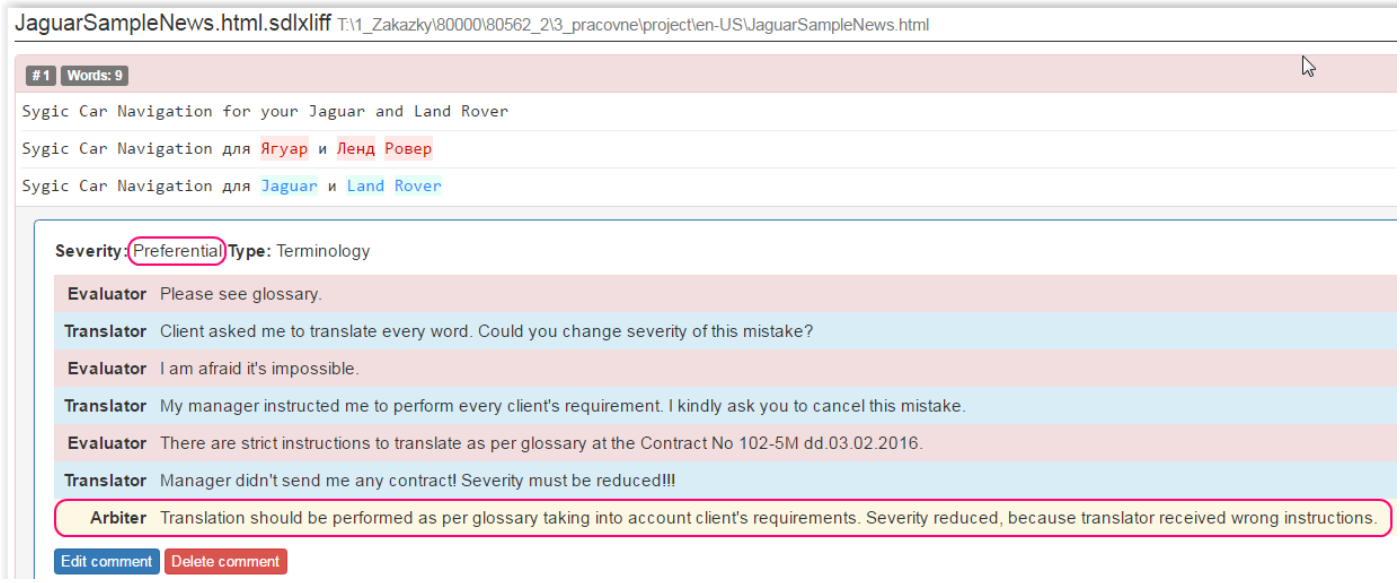
Arbiter reviews the project

Unless the system has been set up otherwise, the translator can return the project to the evaluator for 2 times. If the translator and the evaluator have not managed to reach the agreement after 2 attempts, the translator sends the project to the arbiter.

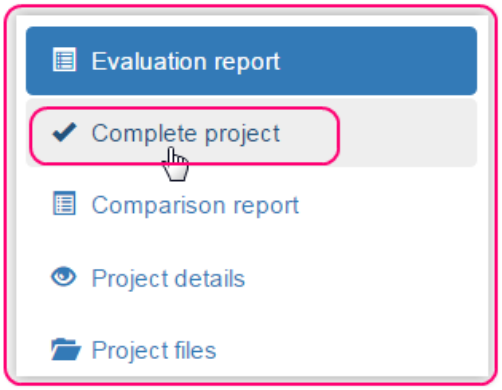
The user, who was assigned to be the arbiter will be notified by the system.

The arbiter has to assign a final score on the disputed matters. Look through all the rows where the translator and evaluator disagree. If the translator is right, change the mistake's severity and enter your comment why it has been changed. If the translator is wrong, enter your comment why the

mistake severity has not been changed.



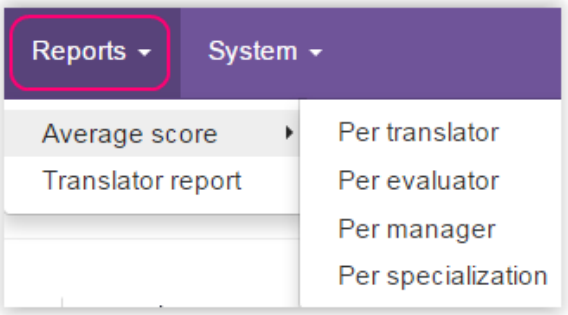
Finally, the arbiter should press **Complete project**. The project will be finalized and all its participants will receive the respective message.



Statistics and reports

All the data on translation quality assessment are piled up in the system, and after some period you'll be able to generate the reports. E.g. you can see the best-scoring translators or view detailed report on each translator: how his quality was changing over time, see what typical mistake the translator is making, in what specializations he scores better etc.

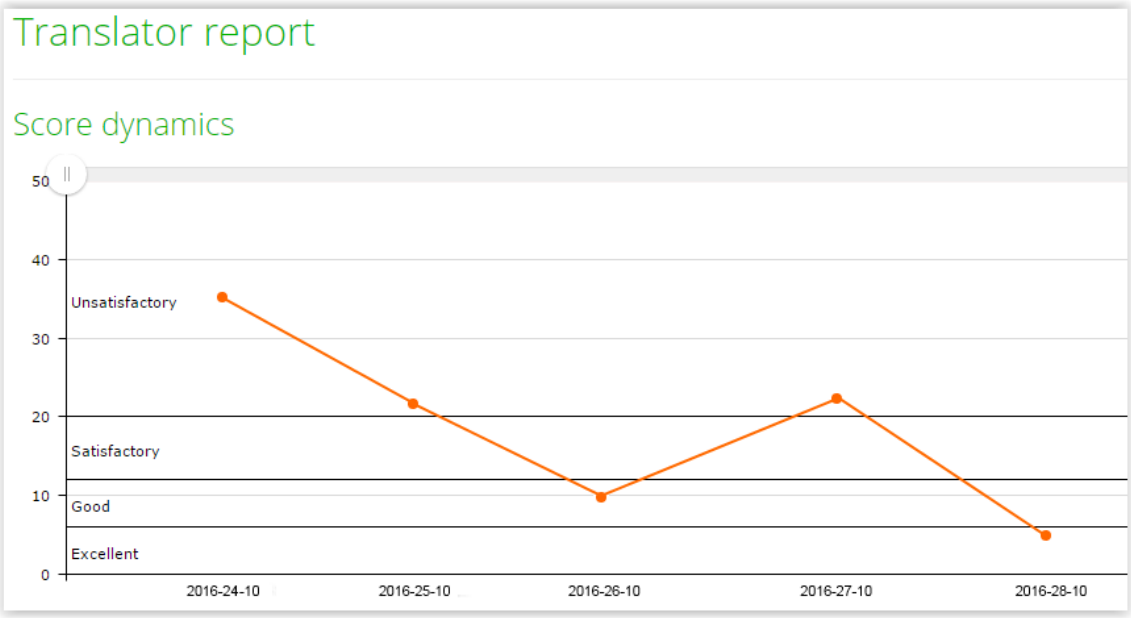
You can access reports by pressing **Reports** in the upper section of the screen.



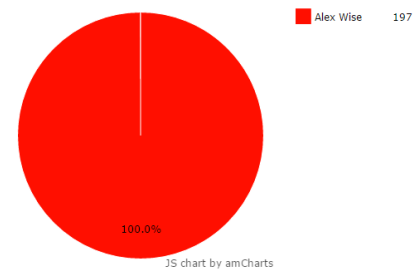
Users with **Translator** role can access only their individual reports on their translations quality.

Users with **Evaluator** role can access their individual reports on their translations quality and their evaluations reports.

Users with **Manager** and **Administrator** roles can access all the available reports.

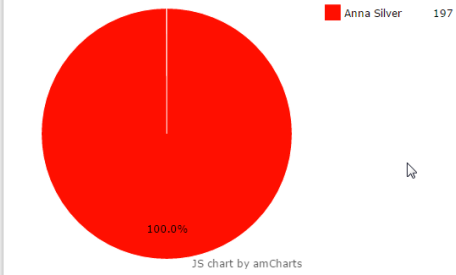


Managed by



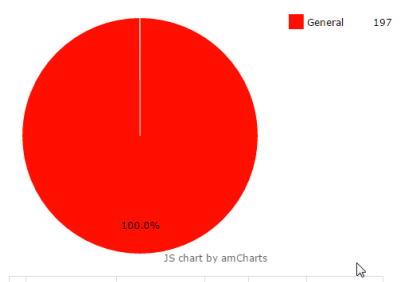
#	Manager	Mark	Score	Projects	Total words
1	Alex Wise	Unsatisfactory	15.23	1	197

Evaluated by



#	Evaluator	Mark	Score	Projects	Total words
1	Anna Silver	Unsatisfactory	15.23	1	197

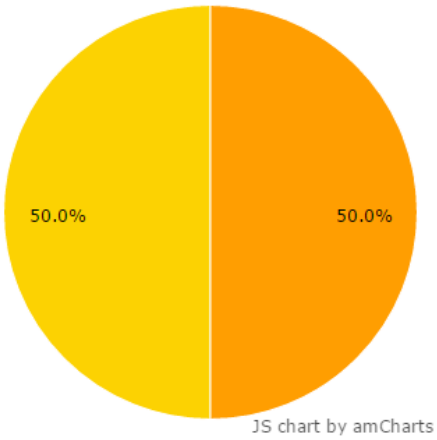
Projects by specialization



#	Specialization	Mark	Score	Projects	Total words
1	General	Unsatisfactory	15.23	1	197

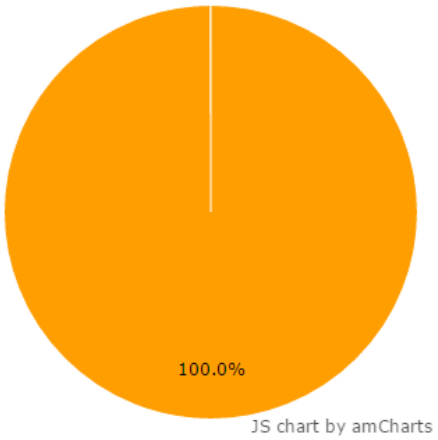
Mistakes by type

Count



Client's requirements	0
Grammar	0
Style	5.08
Terminology	5.08

Score

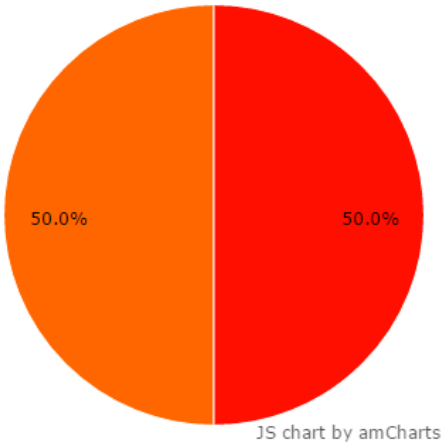


Client's requirements	0
Grammar	0
Style	15.23
Terminology	0

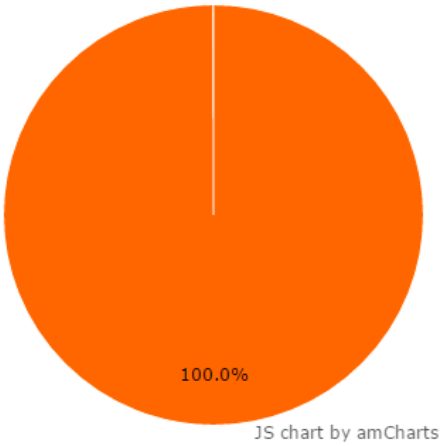
Name	Mistakes per 1000 words	Score
Client's requirements	0.00	0.00
Grammar	0.00	0.00
Style	5.08	15.23
Terminology	5.08	0.00

Mistakes by severity

Count



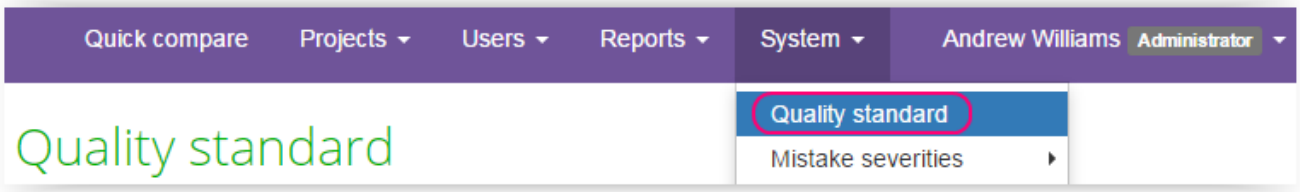
Score



Name	Mistakes per 1000 words	Score
Preferential	5.08	0.00
Major	5.08	15.23

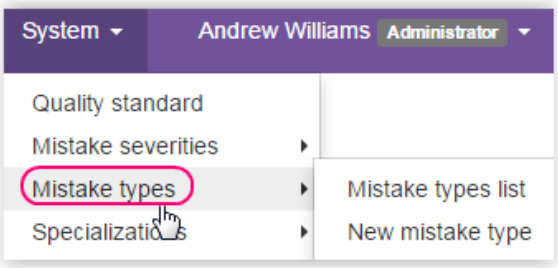
Quality standards

By default, the system has pre-defined quality standards, i.e. types of mistakes, penalty scores etc., but you can change them to define your own corporate quality standards. Please see details below.



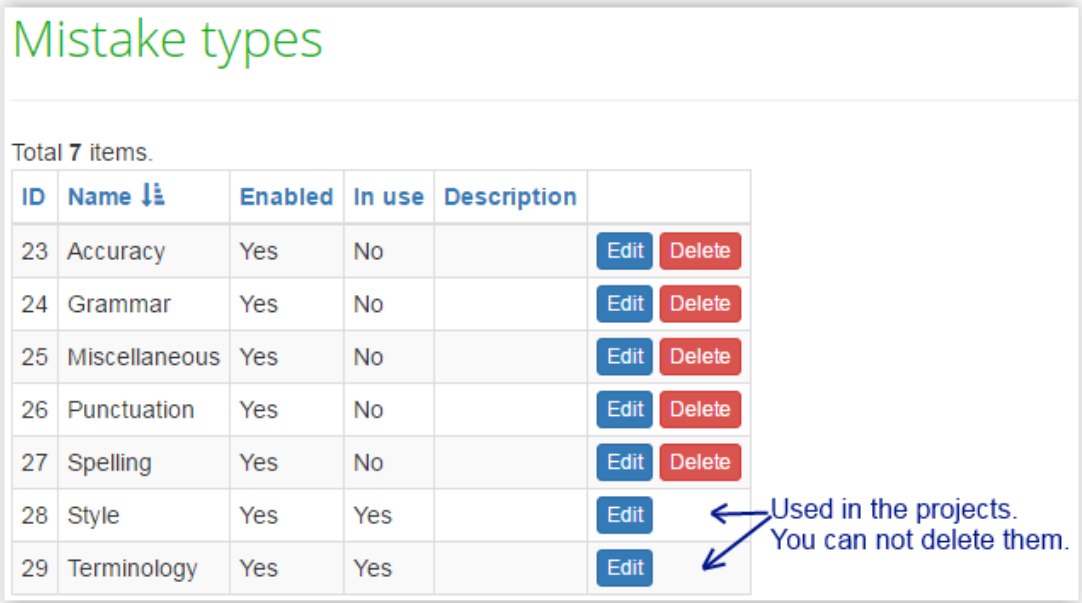
Mistakes types

Mistake type is kind of mistake. For example, Grammar, Punctuation, etc.

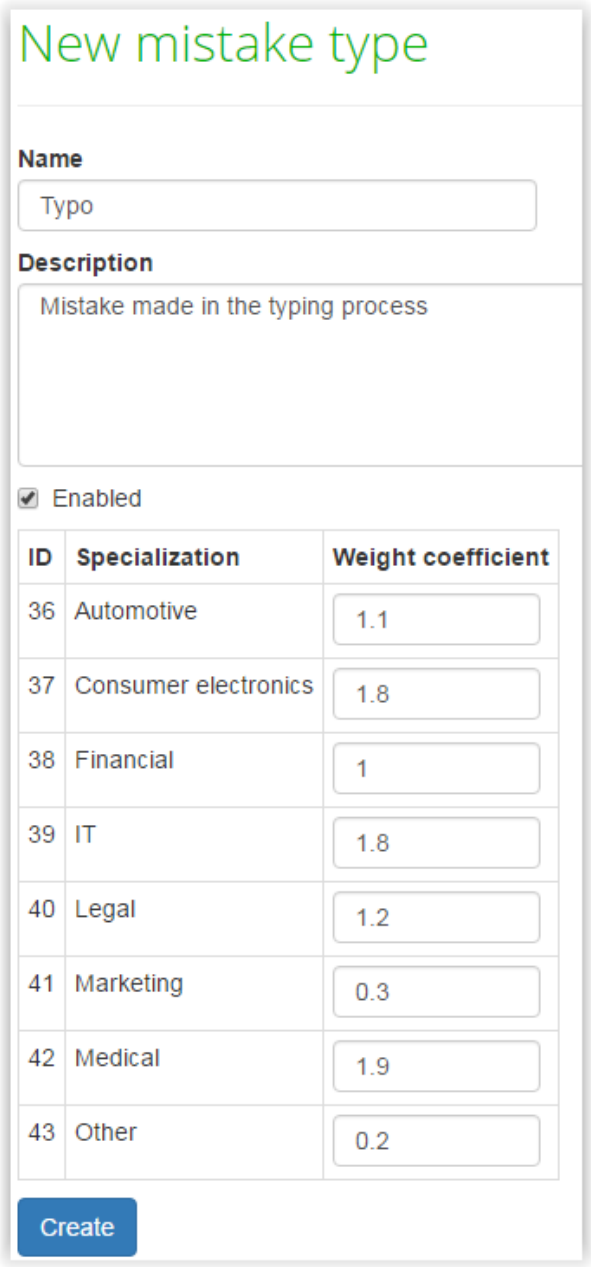


Impossible to delete (because mistake type is connected with projects), but you may uncheck **Enabled** box, and mistake will not appear in drop-down list anymore.

System proposes you default mistake types:



But you may add a new one:



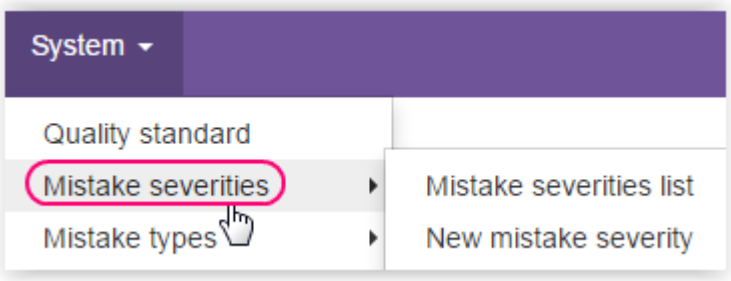
Weight coefficient — importance of mistake expressed by index (index < 1 means mistake is insignificant, index > 1 means mistake is significant and may arise serious consequences).

Enabled — mistake appears in drop-down lists, so you may choose it.

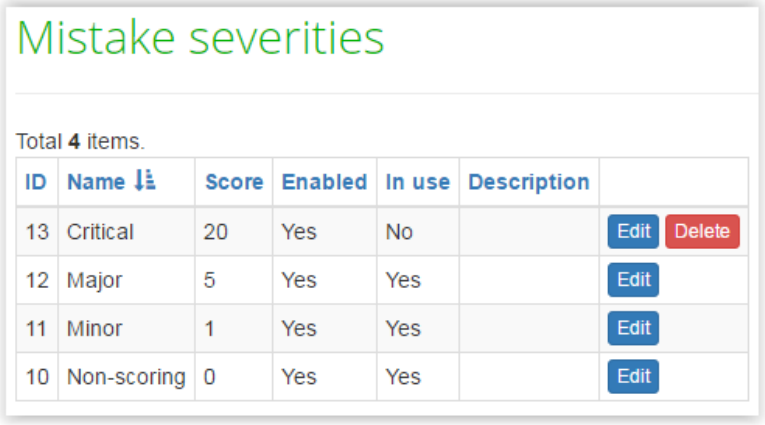
Note: You can't delete mistake specialization connected with projects, instead uncheck **Enabled** box, and mistake severity will not appear in drop-down list anymore.

Mistakes severities

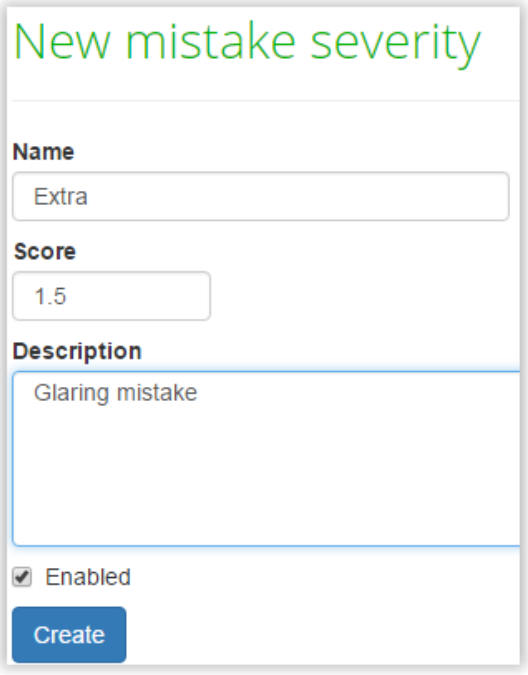
Mistake severity is gravity of mistake.



System proposes you default severities:



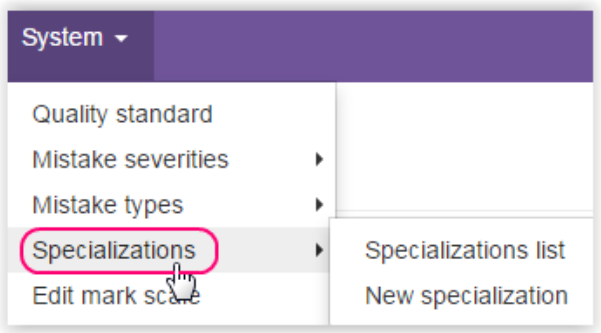
But you may add a new one:



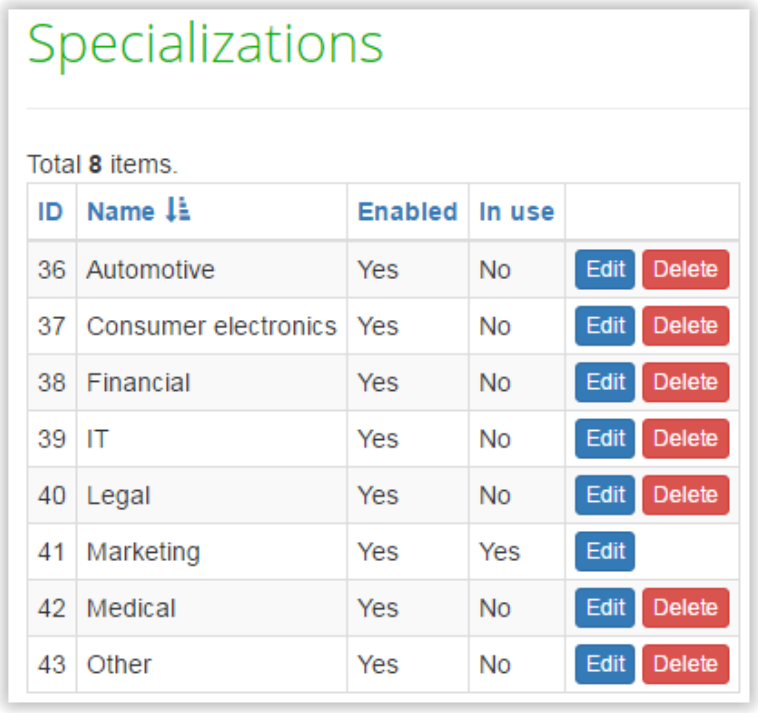
Note: You can't delete mistake severities connected with projects. Just uncheck **Enabled** box, and mistake severity will not appear in drop-down list anymore.

Specializations

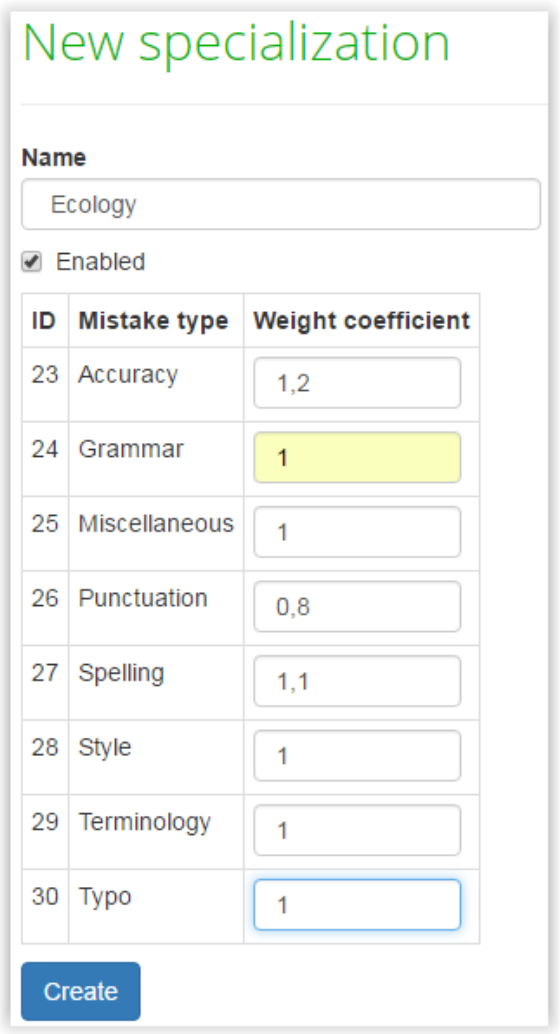
Specialization is particular field translation is focused on; object of translation.



System proposes you default specializations:

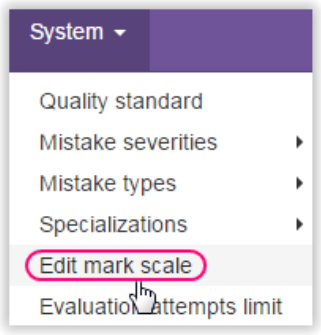


But you may add a new one:

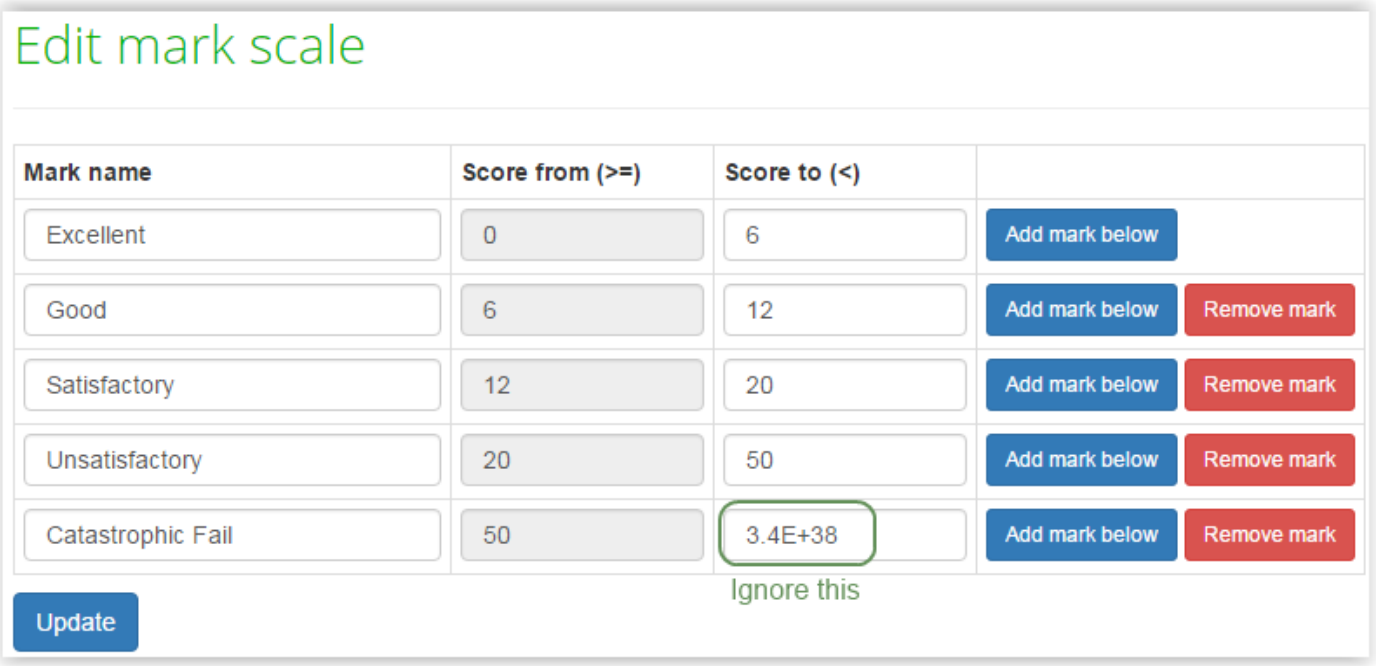


Note: You can't delete mistake specialization connected with projects. Just uncheck **Enabled** box, and mistake severity will not appear in drop-down list anymore.

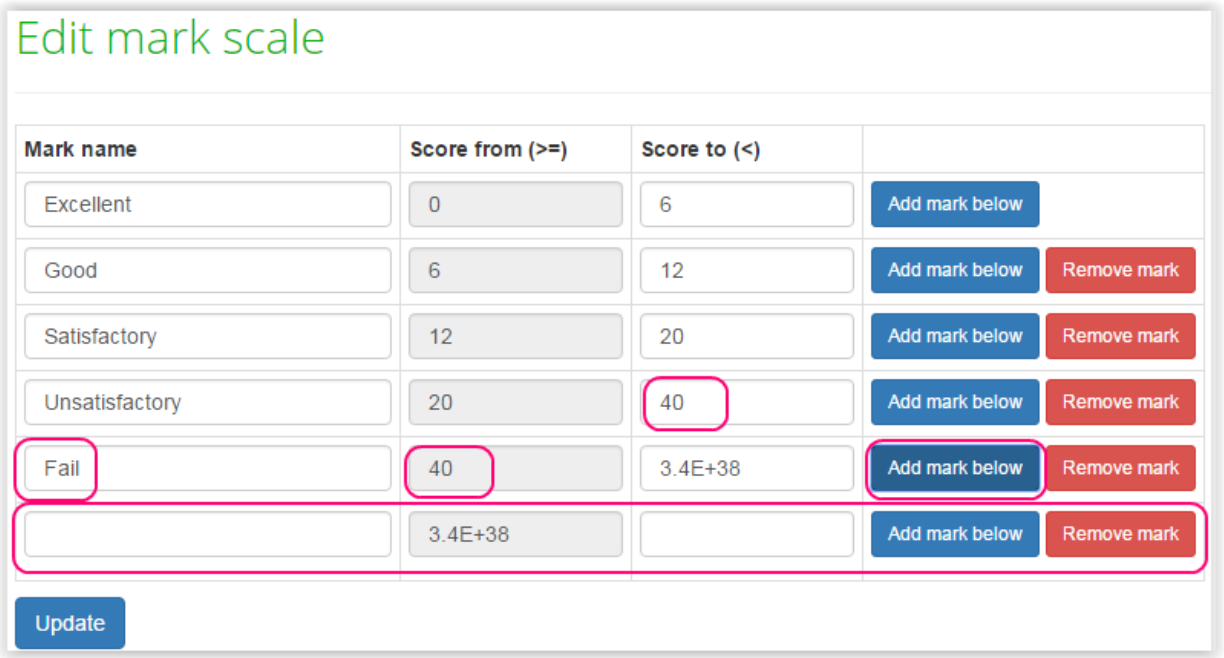
Mark scale



System proposes you default specializations:

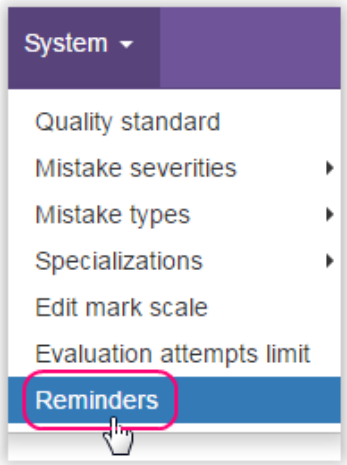


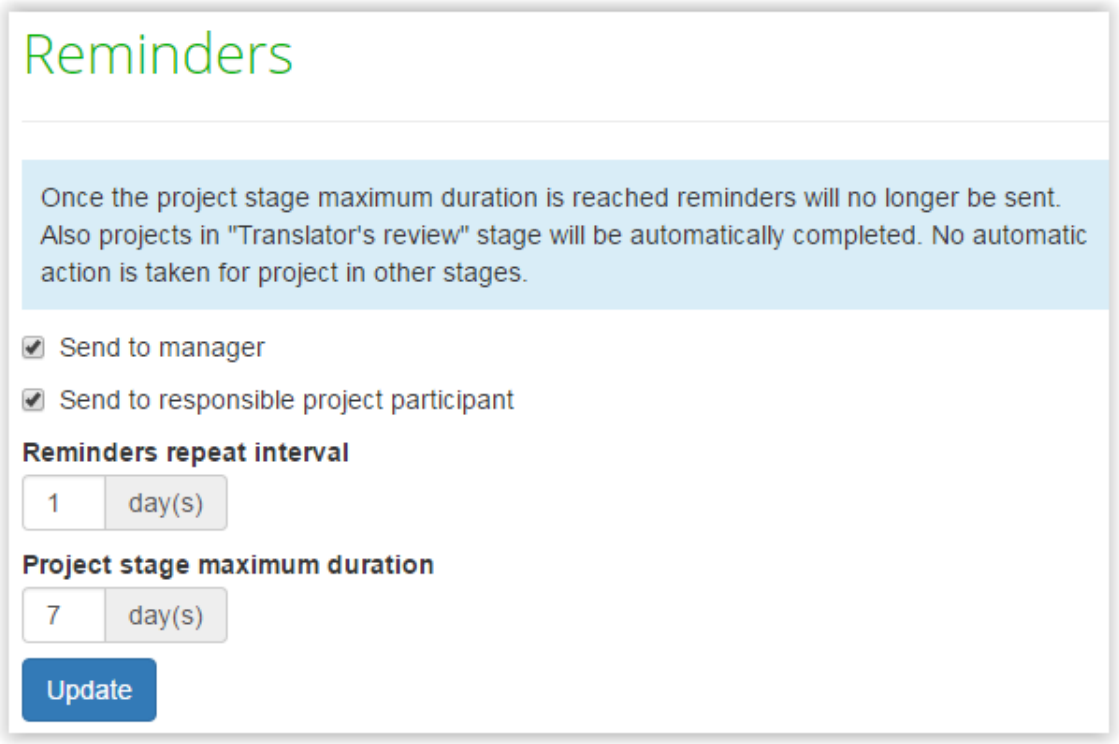
But you may add a new one (click **Add mark below**) or amend current marks:



Reminders

System can remind about projects or automatically close them, when you need it.

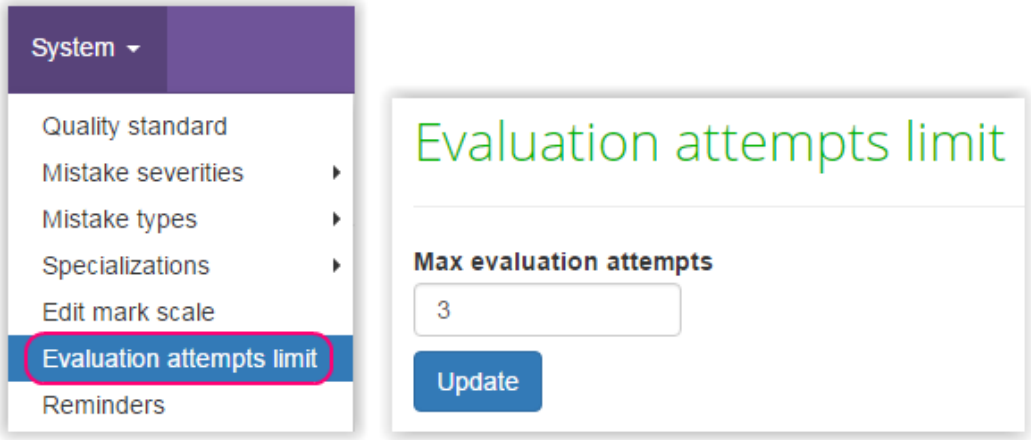




As you may see, the system is quite flexible in terms of settings, and you may configure the system to work a bit differently than it does by default.

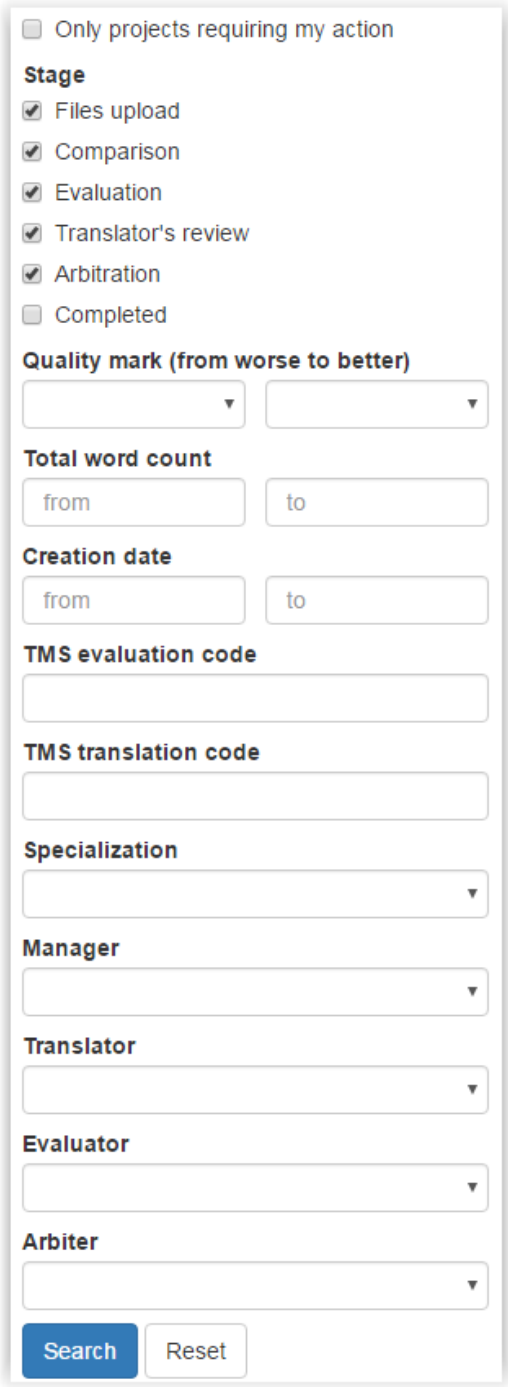
Evaluation attempts limit

You may define, how many times transator may argue in discussion with evaluator. By default, translator may leave 3 comments. 2 times replies evaluator, but on the 3-rd time arbiter replies and complete this discussion.



Projects filters

For convenience' sake you may apply different project filters:



Projects

Showing **1-1** of **1** item.

ID	TMS translation job code	TMS review job code	Stage	Quality mark	CAT word count	Total source words	Source words	Manager	Translator	Evaluator	Created at
10569	123	124	Evaluation	Unsatisfactory	1000	197	46	Alex Wise	Helen Prof	Anna Silver	2016-10-18 19:49

ID — unique number of project, generated by system.
TMS translation job code — project code, entered by manager.
TMS review job code — project code, entered by manager (differs from translation job code).

CAT word count — number of words the translator is paid for.
Total source words — number of words in the source text.
Source words — number of edited by evaluator words in the source text.
Manager — user, that assigns translator, evaluator and arbiter.
Translator — user, that performs translations.
Evaluator — user, that evaluates translations.
Created at — project creation date.

It seems, that's all you need for productive work in TQAuditor.

If any questions, please contact us.

Good luck!