Teknisk specifikation
SIS-ISO/TS 11669:2014

Publicerad/Published: 2014-06-17
Utgåva/Edition: 1
Språk/Language: engelska/English
ICS: 01.020

Översättningsprojekt – Allmänna riktlinjer (ISO/TS 11669:2012, IDT)

Translation projects – General guidance (ISO/TS 11669:2012, IDT)

Standarder får världen att fungera

SIS (Swedish Standards Institute) är en fristående ideell förening med medlemmar från både privat och offentlig sektor. Vi är en del av det europeiska och globala nätverk som utarbetar internationella standarder. Standarder är dokumenterad kunskap utvecklad av framstående aktörer inom industri, näringsliv och samhälle och befrämjar handel över gränser, bidrar till att processer och produkter blir säkrare samt effektiviserar din verksamhet.

Delta och påverka

Som medlem i SIS har du möjlighet att påverka framtida standarder inom ditt område på nationell, europeisk och global nivå. Du får samtidigt tillgång till tidig information om utvecklingen inom din bransch.

Ta del av det färdiga arbetet

Vi erbjuder våra kunder allt som rör standarder och deras tillämpning. Hos oss kan du köpa alla publikationer du behöver – allt från enskilda standarder, tekniska rapporter och standardpaket till handböcker och onlinetjänster. Genom vår webbtjänst e-nav får du tillgång till ett lättnavigerat bibliotek där alla standarder som är aktuella för ditt företag finns tillgängliga. Standarder och handböcker är källor till kunskap. Vi säljer dem.

Utveckla din kompetens och lyckas bättre i ditt arbete

Hos SIS kan du gå öppna eller företagsinterna utbildningar kring innehåll och tillämpning av standarder. Genom vår närhet till den internationella utvecklingen och ISO får du rätt kunskap i rätt tid, direkt från källan. Med vår kunskap om standarders möjligheter hjälper vi våra kunder att skapa verklig nytta och lönsamhet i sina verksamheter.

Vill du veta mer om SIS eller hur standarder kan effektivisera din verksamhet är du välkommen in på www.sis.se eller ta kontakt med oss på tel 08-555 523 00.

Standards make the world go round

SIS (Swedish Standards Institute) is an independent non-profit organisation with members from both the private and public sectors. We are part of the European and global network that draws up international standards. Standards consist of documented knowledge developed by prominent actors within the industry, business world and society. They promote cross-border trade, they help to make processes and products safer and they streamline your organisation.

Take part and have influence

As a member of SIS you will have the possibility to participate in standardization activities on national, European and global level. The membership in SIS will give you the opportunity to influence future standards and gain access to early stage information about developments within your field.

Get to know the finished work

We offer our customers everything in connection with standards and their application. You can purchase all the publications you need from us - everything from individual standards, technical reports and standard packages through to manuals and online services. Our web service e-nav gives you access to an easy-to-navigate library where all standards that are relevant to your company are available. Standards and manuals are sources of knowledge. We sell them.

Increase understanding and improve perception

With SIS you can undergo either shared or in-house training in the content and application of standards. Thanks to our proximity to international development and ISO you receive the right knowledge at the right time, direct from the source. With our knowledge about the potential of standards, we assist our customers in creating tangible benefit and profitability in their organisations.

If you want to know more about SIS, or how standards can streamline your organisation, please visit www.sis.se or contact us on phone +46 (0)8-555 523 00

Denna tekniska specifikation är inte en svensk standard. Detta dokument innehåller den engelska språkversionen av ISO/TS 11669:2012.

This Technical Specification is not a Swedish Standard. This document contains the English version of ISO/TS 11669:2012.

© Copyright/Upphovsrätten till denna produkt tillhör SIS, Swedish Standards Institute, Stockholm, Sverige. Användningen av denna produkt regleras av slutanvändarlicensen som återfinns i denna produkt, se standardens sista sidor.

© Copyright SIS, Swedish Standards Institute, Stockholm, Sweden. All rights reserved. The use of this product is governed by the end-user licence for this product. You will find the licence in the end of this document.

Upplysningar om sakinnehållet i detta dokument lämnas av SIS, Swedish Standards Institute, telefon 08-555 520 00. Standarder kan beställas hos SIS Förlag AB som även lämnar allmänna upplysningar om nationell och internationell standard.

Information about the content of this document is available from the SIS, Swedish Standards Institute, telephone +46 8 555 520 00. Standards may be ordered from SIS Förlag AB, who can also provide general information about national and international standards.

Dokumentet är framtaget av kommittén för Terminologi och språkliga resurser, SIS/TK 115.

Har du synpunkter på innehållet i det här dokumentet, vill du delta i ett kommande revideringsarbete eller vara med och ta fram standarder inom området? Gå in på www.sis.se - där hittar du mer information.

Contents

Page

Foreword iv
Introduction v
1 Scope 1
2 Terms and definitions 1
2.1 Translation terms 1
2.2 Translation project terms 3
2.3 Linguistic terms 5
3 Working together — Requesters and translation service providers (TSPs) 5
3.1 Division of labour 5
3.2 Selecting TSPs 6
3.3 Accepting work from requesters 9
4 Translation project management 9
4.1 Translation project stakeholders 9
4.2 Complexity as a result of project specifications 10
5 Phases of a translation project 11
5.1 Terminology work 11
5.2 Pre-production 11
5.3 Production 12
5.4 Post-production 14
6 Developing structured specifications for translation projects 15
6.1 Translation parameters and project specifications 15
6.2 Structured specifications 15
6.3 Translation parameter categories 16
6.4 Translation parameters 16
7 Description of translation parameters 18
7.1 Relevance of translation parameters 18
7.2 Linguistic parameters — 1 to 13 19
7.3 Production parameters — 14 to 15 25
7.4 Environment parameters — 16 to 18 26
7.5 Relationships parameters — 19 to 21 27
Annex A (informative) Translation project specifications and phases 29
Annex B (informative) Terminology work 31
Annex C (informative) Using machine translation 32
Bibliography 35

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

In other circumstances, particularly when there is an urgent market requirement for such documents, a technical committee may decide to publish other types of document:

— an ISO Publicly Available Specification (ISO/PAS) represents an agreement between technical experts in an ISO working group and is accepted for publication if it is approved by more than 50 % of the members of the parent committee casting a vote;

— an ISO Technical Specification (ISO/TS) represents an agreement between the members of a technical committee and is accepted for publication if it is approved by 2/3 of the members of the committee casting a vote.

An ISO/PAS or ISO/TS is reviewed after three years in order to decide whether it will be confirmed for a further three years, revised to become an International Standard, or withdrawn. If the ISO/PAS or ISO/TS is confirmed, it is reviewed again after a further three years, at which time it must either be transformed into an International Standard or be withdrawn.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO/TS 11669 was prepared by Technical Committee ISO/TC 37, *Terminology and other language and content resources*, Subcommittee SC 2, *Terminographical and lexicographical working methods*.

Introduction

This Technical Specification reflects the variety of projects that translation service providers (TSPs) carry out. It provides guidance concerning best practices for all phases of a translation project. It will also be useful to institutions that train and educate translators. It is not meant to compete with current regional and national standards, but is intended to improve communication among all relevant stakeholders in a translation project, including the persons requesting the translation service, those providing the service and those who make use of the resulting translation product. It is based in part on translation service standards adopted in Canada[7], China[8] [9], Europe[5] and the United States[6].

An organizing principle of this Technical Specification is the importance of structured specifications in translation projects (as elaborated in Clauses 6 and 7). A system is described for making decisions about how translation projects are to be carried out. Those decisions — project specifications — then become a resource for both the requester (the party that requests a translation product, sometimes called the client or customer) and the translation service provider throughout all phases of a translation project. Translation project specifications can be attached to a legally binding contract to define the work to be done. In the absence of a contract, they can be attached to a purchase order or other document supporting the request. Project specifications can be developed and used both within and outside commercial customer-vendor relationships.

A basic and implicit translation project specification is that the target content be readable in the target language and correspond in some way to the source content. However, the nature of the correspondence between the source and target contents will vary according to the needs of the project, as determined by the project specifications.

In practice, requesters do not always provide project specifications. However, that is not best practice. Requesters and TSPs should work together to determine project specifications. Those who do so are more likely to be satisfied with both the translation project and the final translation product. When both requesters and TSPs agree on project specifications, the quality of a translation — from a workflow and final delivery perspective — can be determined by the degree to which the target content adheres to the predetermined specifications. All parties involved in the production of a translation product should have access to the necessary project specifications.

After the requester receives the final translation product, the role of the project specifications does not end; they are the starting point for all assessments, both qualitative and quantitative. Any assessment standards would therefore benefit from taking into account the system of structured specifications presented in this Technical Specification. Keeping the translation product and the project specifications together provides a uniform basis for assessment. The project specifications can be used to guide assessments made by either the TSP or the end user. The use of the same specifications by all parties avoids assessment based on personal opinions of how source content should be translated. In some cases, the specifications themselves will be found to be unclear or ill-advised. In other cases, it will be determined that the specifications were not followed. In all cases, the use of project specifications can improve communication within the document production chain and promote ongoing improvement.

In summary, quality translation *projects* and quality translation *products* result from developing and following appropriate project *specifications*.

Translation projects — General guidance

1 Scope

This Technical Specification provides general guidance for all phases of a translation project. Its main purpose is to facilitate communication among the parties involved in a project. It is intended for use by all stakeholders of the translation project, including those who request translation services, those who provide the services and those who make use of the results of the project — in particular, the translation product. It applies to multiple sectors, including the commercial and government sectors, and non-profit organizations.

It provides a framework for developing structured specifications for translation projects, but does not cover legally binding contracts between parties involved in a translation project. It addresses quality assurance and provides the basis for qualitative assessment, but does not provide procedures for quantitative measures of the quality of a translation product.

It is not applicable to interpreting services.

2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

2.1 Translation terms

2.1.1
translate
render information in the *source language* (2.1.2) into the *target language* (2.1.3) in written form

2.1.2
source language
language from which content is translated into the *target language* (2.1.3)

2.1.3
target language
language into which content is translated from the *source language* (2.1.2)

2.1.4
source content
text and other content to be *translated* (2.1.1)

Note to entry: The source content for a translation project can, for example, range in size and complexity from a single road sign to a one-page document, set of large documents or user interface for a complex software system.

2.1.5
target content
text and other content translated from the *source content* (2.1.4)

Note to entry: *Target content* and *translation product* (2.1.9) are related terms. Translation product generally refers to content at a late stage or at the end of a translation project, after the content has undergone translation and other translation services such as *revision* (2.2.2.2) or *review* (2.2.2.3). Target content generally refers to content as it is undergoing translation and translation services.

2.1.6
A-language
native language, or language that is equivalent to a native language, into which the translator typically translates from his or her *B-language* (2.1.7) and/or *C-language* (2.1.8)

Note to entry: The A-language is generally the language of education and daily life for a translator.

2.1.7

B-language

language, other than a translator’s native language, of which the translator has an excellent command and from which the translator typically translates into his or her *A-language* (2.1.6)

2.1.8

C-language

language of which a translator has a complete understanding and from which the translator sometimes translates into his or her *A-language* (2.1.8)

Note to entry: A translator can have several C-languages.

2.1.9

translation product

content created through the process of *translation* (2.2.2.1) and other translation services

Note to entry: *Translation product* and *target content* (2.1.5) are related terms. Translation product generally refers to content at a late stage or at the end of a translation project, after the content has undergone translation and other translation services such as *revision* (2.2.2.2) or *review* (2.2.2.3). Target content generally refers to content as it is undergoing translation and translation services.

2.1.10

locale

value that reflects the language, local conventions and culture of a geographic region

Note to entry: Local conventions can include specific formatting rules for dates, times and numbers, as well as other conventions and preferences.

EXAMPLE French Canada (fr-CA), Chinese Singapore (zh-SG).

2.1.11

overt translation

type of *translation* (2.2.2.1) in which aspects of the *source language* (2.1.2) and source culture are intentionally left visible

2.1.12

covert translation

type of *translation* (2.2.2.1) intended to make the *translation product* (2.1.9) appear as though it had been authored originally in the *target language* (2.1.3) and target culture

2.1.13

translation memory

electronic collection of source- and target-language segment pairs

Note 1 to entry: A segment is typically a sentence, bullet point, or header.

Note 2 to entry: The purpose of a translation memory is to facilitate the retrieval and use of previously translated content.

2.1.14

bi-text

text segmented and linked to corresponding segments of target text

2.1.15

competence

ability to apply knowledge and skills to achieve intended results

2.2 Translation project terms

2.2.1 Terms related to stakeholders

2.2.1.1
requester
person or organization requesting a translation service from a *TSP* (2.2.1.2) or *language service provider* (2.2.1.3)

Note 1 to entry: The *requester* is usually the person or organization that asks for, and receives, the *translation product* (2.1.9) on behalf of the end users, and that usually directly or indirectly determines the TSP's compensation for rendering the translation service. In the case of government or non-profit organizations, pro-bono transactions, or in-house translation within a company, there is sometimes no monetary compensation for translation services.

Note 2 to entry: In the commercial sector, the requester is sometimes called the client or customer. These terms, however, are ambiguous and could refer to the *end user* (2.2.1.6). For this reason, *requester* is the preferred term.

2.2.1.2
TSP
translation service provider
person or organization supplying a translation service

EXAMPLE Translation companies, translation agencies, freelance translators, in-house translators, revisers, reviewers, translation organizations (profit, non-profit or governmental).

Note 1 to entry: The concepts of *TSP* and *language service provider* (2.2.1.3) are connected by a generic relation, with language service provider being the generic concept and TSP the specific concept. TSPs generally provide only translation services, which can include *revision* (2.2.2.2) or *review* (2.2.2.3). Depending on their qualifications and abilities, TSPs can provide other services.

Note 2 to entry: Often a larger *TSP* asks several smaller TSPs to each take care of part of a translation project — for example, translation into one target language each. There can be even more than two levels of providers. However, in such cases, each TSP is considered to be a provider, not a *requester* (2.2.1.1). Only the person or organization making the initial request to the highest-level TSP is called the requester in this document.

2.2.1.3
language service provider
LSP
person or organization that provides translation, interpreting and/or other language-related services such as transcription, terminology management or voice-overs

Note 1 to entry: The concepts of *language service provider* and *TSP* (2.2.1.2) are connected by a generic relation, with language service provider being the generic concept and TSP the specific concept. TSPs generally provide only translation services, which can include *revision* (2.2.2.2) or *review* (2.2.2.3). In some cases, language service providers provide mainly translation services but in many languages.

Note 2 to entry: LSP is also an abbreviation for "Language for specific purposes"; in this Technical Specification, however, LSP refers only to language service provider.

2.2.1.4
translator
person who *translates* (2.1.1)

2.2.1.5
freelance translator
translator (2.2.1.4) who typically provides outside services for several requesters directly or several *TSPs* (2.2.1.2) or a combination of the two, on a per project basis

2.2.1.6
end user
person or group of persons who ultimately make use of the *translation product* (2.1.9)

Note to entry: The *end user* is often not the same entity as the *requester* (2.2.1.1).