



Quality Standards for Translation in ASTM & ISO

Dr. Bill Rivers

Executive Director, Joint National Committee for Languages
Former Chair, ASTM F43 on Language Services and Products

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Overview

- Intro to JNCL-NCLIS
- Industry consensus standards
- ASTM & ISO standards for translation
- Common principles



An introduction first...

- **JNCL-NCLIS**

- Founded 1974 by ACTFL, AATF, AATG, AATI, AATSEEL, AATSP, ATJ, MLA, NCLG, NMFLTA, TESOL
- Works to develop policy recommendations (JNCL) and advocate for them to the US Government and business community (NCLIS)
- 140+ member organizations
- Exec. Dir., Dr. Rivers, served as founding chair of ASTM F43, 2011-2017



Industry Consensus Standards

- Voluntary
- Negotiated to consensus among stakeholders
 - Providers
 - Purchasers
 - Regulators & researchers
- Consensus \neq unanimity, BUT
 - Due process is guaranteed
- Started with steel (1898); quality management and services added in the past ~35 years



What is ASTM? ISO?

- ASTM: formerly the American Society for Testing and Materials
 - Founded in 1898
 - outgrowth of early efforts at industry consensus standards
 - Oldest international standards development body
 - Based in US but international in scope
 - Membership open to all; individual and organizational members
- International Standards Organisation:
 - Established 1947
 - International NGO
 - Membership is at the national level (ANSI, BSI, Standards Canada)



Types of Standards for T & I

- ASTM
 - Standard Practice: Can be
 - Referenced in a contract, audited by one or another party
 - Organization can be certified to a Standard Practice by a third party, irrespective of a specific contract/project
 - Standard Guide:
 - Serves as information on “best practices”
 - Organizations may indicate that they **adhere to** a Standard Guide
 - Cannot be certified
- ISO:
 - International Standard: All ISs are certifiable at the organizational level, by third party certifying bodies



Current Standards

- ASTM
 - Under the jurisdiction of ASTM F43 on Language Services and Products
 - ASTM F2575-14, Standard Guide for Quality Assurance in Translation
 - ASTM WK54884, Standard Practice for Linguistic Quality Assessment Framework
- ISO: Under the jurisdiction of ISO TC 37, Committee on Language and Terminology, SC 5 on Translation and Interpreting
 - International Standard: ISO 17100:2015, Translation Services: Requirements for Translation Services
 - International Standard: ISO 18587:2017, Translation Services — Post-editing of Machine Translation Output — Requirements



ASTM F2575 Standard Practice for Language Translation

Content:

- > Terminology
- > Significance and Use
- > Specifications
- > Phases of a Translation Project



ASTM F2575 Standard Practice for Language Translation

Important issues:

- Definition of translation
- Indicators of translator competence
- Other participants in process
- Translation technology
- Services related to translation
- Post-project review



ASTM WK54884, Standard Practice for Linguistic Quality Assessment

- Establishes a practice for graduated, holistic rating of quality of translation
- Four categories:
 - Readability (P/F)
 - Accuracy
 - Linguistic conformity
 - Absence of fatal errors
- Error typology-agnostic
- Crowd-sourced, subjective, and statistically analyzed
 - Expert or non-expert
- Major clients using this now (Fortune 100; ACA en español)



Common principles

- ASTM F2575 & ISO standards seek to assure quality through standardization of the delivery of the service
 - Personnel qualifications
 - Project specifications
 - Agreed-upon delivery and satisfaction criteria
 - Anomaly reporting & correction
- ASTM WK54884 seeks to standardize the assessment of translation output



Ok, but some of the Standard won't work for our situation

- In general: exceptions to the standard must be documented and justified:
 - E.g., personnel qualifications in low-density languages
- Systematic/organizational vs. specific/situational exceptions
- Longer term: work on improving the standard
 - Join ASTM F43 (open to all)
 - Let the US Technical Advisory Group to ISO TC37 know what needs work



Contact:

Bill Rivers

writers@languagepolicy.org

