Translation Quality Evaluation in the Context of Quality Management - **v1b [©2023 Tranquality]**

A translation-quality evaluation system is necessarily embedded in a translation-quality management system. The following descriptions of quality-management activities are compatible with ISO 9000.

ISO 9000 Definition	Description Adapted to Translation
Quality	
Degree to which a set of inherent characteristics of an object fulfills requirements.	Degree to which a deliverable meets stakeholder requirements
Quality Management	
Management with regard to quality *QA Note 1: Quality assurance is often used erroneously as a synonym for quality control or quality evaluation in general usage. Quality assurance is not used in this sense in ASTM F43. Assurance can be conducted offline; control is conducted in real time; evaluation is generally conducted after production.* *QA Note 2: In the translation industry, an internal quality assurance audit can result in identifying opportunities to align the default multilingual document-production process used by a provider with the requirements of a particular requester.* *Alignment can include such activities as finding additional human resources, more appropriate technical resources (including termbases, TM databases), and specialized software tools. Achieving this alignment hopefully increases the confidence of both the requester and the provider that requirements can be fulfilled. Actions taken to create greater alignment would be part of Quality Improvement.*	Integration and coordination of management activities for ensuring that the organization's deliverables fulfill stakeholder requirements Note 1: Quality management consists of: quality planning, quality assurance, quality control, quality evaluation, and quality improvement. Note 2: Development of stakeholder requirements for particular translation projects is defined in ASTM F2575-14, Section 8. Note 3: Quality translation work products (those meeting stakeholder requirements exactly) should be produced consistently.
Quality Planning	
[P]art of quality management focused on setting quality objectives and specifying necessary operational processes, and related resources to achieve the quality objectives	Quality management activities for designing a system of policies, processes, and procedures capable of producing deliverables that **will fulfill** stakeholder requirements
Quality Assurance	
[P]art of quality management focused on providing confidence that quality requirements will be fulfilled	Quality management activities with the objective of auditing processes and procedures to provide confidence that stakeholder requirements **can be** fulfilled (See notes under Quality Management)
Quality Control	
[P]art of quality management focused on fulfilling quality requirements	Quality management activities for monitoring and assessing process performance in real time in order to verify that stakeholder requirements **are being** fulfilled within prescribed limits

Aspects of a quality metric can be used during Quality Control for assessing the quality of an in-process translation instead of evaluating whether it is ready for delivery.	Note 1: In quality control, data collected concerning the work product and process in real time by monitoring the process are analyzed and used in real time (vs. being stored only for future quality assurance audits). Note 2: Quality control is separate from any actions undertaken to repair a product. For example, a target text can be edited (revised and reviewed) as part of a translation process, but the editing itself is not quality control. Quality control activities monitor the process, e.g., to make sure that no specified step has been skipped. Note 3: Some activities may fulfill both a quality control function and a repair function. For example, a revision step may detect failures in the process, and thus be considered one part of a comprehensive quality control activity, and also fix the detected problems.
Quality Evaluation	
Not explicitly listed in the terms and definitions section of ISO 9000, but it does describe inspection (a necessary aspect of quality evaluation in a translation process) as checking "conformity to requirements".	Quality management activities for determining whether stakeholder requirements **have been** fulfilled through inspection and measurement of properties of products Note 1: Quality evaluation can be conducted either after production (in the case of a translation project with a beginning and an end) or as in-process evaluation (for example, in the case where translation work is integrated into agile software development). Note 2: A typical analytic quality evaluation includes three major stages: quality annotation, quality analysis, and rating. Note 3: Quality evaluation may also include external validation with all stakeholders (e.g., end-user acceptance testing).
Quality Improvement	
[P]art of quality management focused on increasing the ability to fulfill quality requirements	Quality management activities focused on preventing variation from stakeholder requirements by adjusting a process – including any changes to measurements, resources, methods, tools, and training – to increase its ability to produce quality deliverables Note 1: In the context of quality management, a change in anything done or used in order to produce a result, including measurements, resources, methods, tools, and training, is understood to involve a change in the process. Note 2: Unwanted sources of variation in a process include improperly designed policies or inconsistently applied procedures. Note 3: Continuous improvement of a process has benefits across products and over time.