

## Error Category

### Mistranslation:

- Incorrect interpretation of source text
- Technical concept misunderstood (Technical concept incorrect)

### Language and Accuracy:

- Spelling error/Typing error (Orthography)
- Grammatical mistake (Grammar problem)
- Incorrect use of punctuation (Punctuation issue)
- Translatable text left in English
- Untranslatable text translated into target language
- Omission (element in the source text missing in the translation)
- Addition (elements in the translation not originally present in the source text)

### Terminology:

- Non-adherence to glossary, termbase or reference provided

### Style and Consistency:

- Non-adherence to Style Guide
- A matter of preference documented in reference material
- Use of two or more variations for the same term or concept
- Literal translation
- Ambiguous translation
- Awkward syntax

## Error Severity

### Critical Errors:

- Errors in a highly visible part of the documentation causing major functionality/usability issues
- "Show stoppers", e.g. misrepresentations that may carry legal, safety, health, financial consequences.
- Errors resulting in potentially offensive statements.
- Errors resulting in the customer purchasing the wrong product/prevent buying a end product

### Major Errors:

- Errors which make the text hard to understand and would stop the customer from visiting/browsing the website or catalogue.
- Accuracy errors that result in a significant change in meaning. "Significant" means that the user is very likely to be misled. Mistranslations resulting in misrepresentation of the source, severe omissions.
- Errors in a visible part of documentation and resulting in confusion
- Gross grammar/spelling or syntax errors resulting in change of meaning/offence or misleading the end user

### Minor Errors:

Minor changes that improve the style or readability. An improvement can be considered as any change that improves fluency, clarity (e.g. splitting sentences) or makes the text more appealing and catchy.

- Accuracy errors that result in a slight change in meaning.
- Small errors that would not confuse or mislead a user but could be noticed
- Formatting errors not resulting in a loss of meaning, e.g. wrong use of bold or italics
- Wrong use of punctuation or capitalization not resulting in a loss of meaning
- Generic error to indicate generally inadequate style (e.g. literal translation, "stilted" style, etc.)
- Grammar or syntax errors that are minor violations of generally accepted language conventions.
- Typos and misspellings that do not result in a loss of meaning.

### Preferential Errors:

- Any changes made that do not improve the text but are a reviewer's preferred way of translating something
- Changes that improve the overall consistency of the client's brand and are not part of any reference material

### Zero Point:

- Linguistic changes being recommended by the reviewer to be made in Reference Material, like Glossaries, Style Guides, etc. These are not linguistic errors.