**8.16 Localization Quality Issue**

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The [Localization Quality Issue](http://www.w3.org/TR/its20/#lqissue) data category is used to express information related to localization quality assessment tasks. Such tasks can be conducted on the translation of some source content into a target language or on the source text itself where its quality may impact on the localization process.

8.16.1.1 Terminology

The Localization Quality Issue data category description uses the following terms as defined below for the purposes of this document:

* *Quality assessment*. The task of evaluating the quality of translated content to determine its quality and to assign a value to it. Localization quality assessment is commonly conducted by identifying, categorizing, and counting *issues* in the translated content.
* *Issue*. A quality issue is a potential error detected in content. Issues may be detected automatically (e.g., by using a grammar checker or translation-specific tool) or manually, by human checking of content. Issues may or may not be errors (e.g., an apparent mistranslation may be deliberate and appropriate in some contexts) and should be confirmed by review.
* *Metric*. A metric is a formal system used in quality assessment tasks to identify issues, evaluate them, and determine quality. Metrics provide specific reference points for categorizing issues (as opposed to subjective assessment of quality, which does not use a metric) and may include weights for issues.
* *Model*. A model is the underlying description of the system that underlies a metric. (For example, some models may allow variable weights to be assigned to different issue types, in which case the specific metric used for a task will have these weights defined, even though the underlying model does not.)
* *Profile*. A quality profile is the adaptation of a model to specific requirements. It specifies specific conditions for using a model. It may include instructions and other guidelines that are not included in the actual metric used. If a model allows for no customization, it has a single profile that is identical to the model; if it allows customization, each customization is a distinct profile.
* *Review*. The task of examining a text to identify any issues that occur in it. Review may be tied to the task of fixing any issues, a task generally referred to as *revision*.
* *Specifications*. Specifications (sometimes called a *translation* brief) are a description of the various expectations and requirements for a translation task. These may include statements about the type of translation expected, guidance on terminology to be used, information about audience, and so forth. Translation specifications are described in detail in ISO/TS-11669.

Automated or manual quality assessment is one area of quality management. An example of existing quality assessment is in-country review (e.g., as part of a language acceptance test for software). An important part of quality assessment is the list of issue types that are being used. Very often, simple issue categories like "correct/incorrect" or "like/dislike" are inadequate; instead, more specific ones such as "terminology" or "grammar" are more helpful.

8.16.1.2 Usage

This data category can be used in a number of ways, including the following example scenarios:

* An automatic quality checking tool flags a number of potential quality issues in an XML or HTML file and marks them up using ITS 2.0 markup. Other tools in the workflow then examine this markup and decide whether the file needs to be reviewed manually or passed on for further processing without a manual review stage.
* A quality assessment process identifies a number of issues and adds the ITS markup to a rendered HTML preview of an XML file along with CSS styling that highlights these issues. The resulting HTML file is then sent back to the translator to assist his or her revision efforts.
* A human reviewer working with a web-based tool adds quality markup, including comments and suggestions, to a localized text as part of the review process. A subsequent process examines this markup to ensure that changes were made.

**Note:**

What issues should be considered in quality assessment tasks depends on the nature of the project and tools used. For more information on setting translation project specifications and determining quality expectations, implementers are encouraged to consult [[ISO/TS 11669:2012]](http://www.w3.org/TR/its20/" \l "isots11669" \o "Translation projects – General guidance). Details about translation specifications are available at [[Structured Specifications]](http://www.w3.org/TR/its20/" \l "structuredspecs" \o "Structured Specifications and Translation Parameters). While these documents do not directly address the definition of quality metrics, they provide useful guidance for implementers interested in determining which localization quality issue values should be used for specific scenarios.

The data category defines five pieces of information:

| Information | Description | Value | Notes |
| --- | --- | --- | --- |
| Type | A classifier that groups similar issues into categories (for example to differentiate spelling errors from grammar errors). | One of the values defined in [list of type values](http://www.w3.org/TR/its20/#lqissue-typevalues). | ITS 2.0-compliant tools that use these types [MUST](http://www.w3.org/TR/its20/#rfc-keywords) map their internal values to these types. If the type of the issue is set to uncategorized, a comment [MUST](http://www.w3.org/TR/its20/#rfc-keywords) be specified as well. |
| Comment | A human-readable description of a specific instance of a quality issue. | Text | Comments can be used to explain an issue or provide guidance in addressing an issue. For example, a note about a Terminology issue might specify what term should be used. |
| Severity | A classifier for the seriousness of an issue. The seriousness depends on the Quality Model that is being applied. The Quality Model should be made explicit via the Profile Reference. | A rational number in the interval 0 to 100 (inclusive). The value follows the [XML Schema double data type](http://www.w3.org/TR/2004/REC-xmlschema-2-20041028/#double) with the constraining facets [minInclusive](http://www.w3.org/TR/2004/REC-xmlschema-2-20041028/#rf-minInclusive) set to 0 and [maxInclusive](http://www.w3.org/TR/2004/REC-xmlschema-2-20041028/#rf-maxInclusive) set to 100. The higher values represent greater severity. | It is up to tools to map the values allowed by ITS 2.0 to their own system’s scale. If needed, the original value can be passed along using a custom namespace for XML, or a data- attribute for HTML. |
| Profile Reference | A reference to a description of the quality assessment model (or a specific profile of a model, where relevant) used for the issue. | An IRI pointing to the reference document. | The use of resolvable IRIs is strongly recommended as it provides a way for human evaluators to learn more about the quality issues in use. |
| Enabled | A flag indicating whether the issue is enabled or not. | A value yes or no, with the default value being yes. | This flag is used to activate or deactivate issues. There is no prescribed behavior associated with activated or deactivated issues. One example of usage is a tool that allows the user to deactivate false positives so they are not displayed again each time the document is re-checked. |

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The [Localization Quality Issue](http://www.w3.org/TR/its20/#lqissue) data category can be expressed with global rules, or locally on individual elements. For elements, the data category information [inherits](http://www.w3.org/TR/its20/#def-inheritance) to the textual content of the element, *including* child elements, but excluding attributes.

GLOBAL: The locQualityIssueRule element contains the following:

* A required selector attribute. It contains an [absolute selector](http://www.w3.org/TR/its20/#selectors) which selects the nodes to which this rule applies.
* Either (in parallel to [local inline markup](http://www.w3.org/TR/its20/#lqissue-local-inline-markup))
  + At least one of the following attributes:
    - A locQualityIssueType attribute that implements the [type information](http://www.w3.org/TR/its20/#lqissueDefs).
    - A locQualityIssueComment attribute that implements the [comment information](http://www.w3.org/TR/its20/#lqissueDefs).
  + An optional locQualityIssueSeverity attribute that implements the [severity information](http://www.w3.org/TR/its20/#lqissueDefs).
  + An optional locQualityIssueProfileRef attribute that implements the [profile reference information](http://www.w3.org/TR/its20/#lqissueDefs).
  + An optional locQualityIssueEnabled attribute that implements the [enabled information](http://www.w3.org/TR/its20/#lqissueDefs).
* Or (standoff markup) exactly one of the following:
  + A locQualityIssuesRef attribute. Its value is an IRI pointing to the locQualityIssues element containing the [list of issues](http://www.w3.org/TR/its20/#elem-locQualityIssues) related to this content.
  + A locQualityIssuesRefPointer attribute that contains a [relative selector](http://www.w3.org/TR/its20/#selectors) pointing to a node with the exact same semantics as locQualityIssuesRef.

**Note:**

The attribute locQualityIssuesRefPointer does not apply to HTML as local markup is provided for direct annotation in HTML.

Example 75: Annotating an issue in XML with locQualityIssueRule element

The locQualityIssueRule element associates the issue information with the value of the text attribute.

<?xml version="1.0"?>

**<doc>**

**<header>**

**<its:rules** xmlns:its="http://www.w3.org/2005/11/its" version="2.0"**>**

**<its:locQualityIssueRule** selector="//image[@id='i1']/@text"

locQualityIssueType="typographical"

locQualityIssueComment="Sentence without capitalization"

locQualityIssueSeverity="50"**/>**

**</its:rules>**

**</header>**

**<para>**Click the button **<image** id="i1" src="button.png"

text="start button"**/>**.**</para>**

**</doc>**

[Source file: [examples/xml/EX-locQualityIssue-global-1.xml](http://www.w3.org/TR/its20/examples/xml/EX-locQualityIssue-global-1.xml)]

Example 76: Annotating an issue in XML with local standoff markup and a global rule

The following example shows a document using local standoff markup to encode several issues. But because, in this case, the mrk element does not allow attributes from another namespace we cannot use locQualityIssuesRef directly. Instead, a global rule is used to map the function of locQualityIssuesRef to a non-ITS construct, here the ref attribute of any mrk elements that has its attribute type set to "x-itslq".

<?xml version="1.0"?>

**<doc** xmlns:its="http://www.w3.org/2005/11/its" its:version="2.0"**>**

**<file>**

**<header>**

**<its:rules** version="2.0"**>**

**<its:locQualityIssueRule** selector="//mrk[@type='x-itslq']"

locQualityIssuesRefPointer="@ref"**/>**

**</its:rules>**

**</header>**

**<unit** id="1"**>**

**<segment>**

**<source>**This is the content**</source>**

**<target><mrk** type="x-itslq" ref="#lq1"**>**c'es**</mrk>** le contenu**</target>**

**</segment>**

**<its:locQualityIssues** xml:id="lq1"**>**

**<its:locQualityIssue** locQualityIssueType="misspelling"

locQualityIssueComment="'c'es' is unknown. Could be 'c'est'"

locQualityIssueSeverity="50"**/>**

**<its:locQualityIssue** locQualityIssueType="typographical"

locQualityIssueComment="Sentence without capitalization"

locQualityIssueSeverity="30"**/>**

**</its:locQualityIssues>**

**</unit>**

**</file>**

**</doc>**

[Source file: [examples/xml/EX-locQualityIssue-global-2.xml](http://www.w3.org/TR/its20/examples/xml/EX-locQualityIssue-global-2.xml)]

LOCAL: Using the inline markup to represent the data category locally is limited to a single occurrence for a given content (e.g. one cannot have different locQualityIssueType attributes applied to the same span of text because the inner-most one would override the others). A local *standoff markup* is provided to allow such cases.

The following local markup is available for the [Localization Quality Issue](http://www.w3.org/TR/its20/#lqissue) data category:

* Either (inline markup):
  + At least one of the following attributes:
    - A locQualityIssueType attribute that implements the [type information](http://www.w3.org/TR/its20/#lqissueDefs).
    - A locQualityIssueComment attribute that implements the [comment information](http://www.w3.org/TR/its20/#lqissueDefs).
  + An optional locQualityIssueSeverity attribute that implements the [severity information](http://www.w3.org/TR/its20/#lqissueDefs).
  + An optional locQualityIssueProfileRef attribute that implements the [profile reference information](http://www.w3.org/TR/its20/#lqissueDefs).
  + An optional locQualityIssueEnabled attribute that implements the [enabled information](http://www.w3.org/TR/its20/#lqissueDefs).
* Or (standoff markup):
  + A locQualityIssuesRef attribute. Its value is an IRI pointing to the locQualityIssues element containing the [list of issues](http://www.w3.org/TR/its20/#elem-locQualityIssues) related to this content.
  + An element locQualityIssues with a xml:id attribute set to the identifier specified in the locQualityIssuesRef attribute. The locQualityIssues element contains:
    - One or more elements locQualityIssue, each of which contains:
      * At least one of the following attributes:
        + A locQualityIssueType attribute that implements the [type information](http://www.w3.org/TR/its20/#lqissueDefs).
        + A locQualityIssueComment attribute that implements the [comment information](http://www.w3.org/TR/its20/#lqissueDefs).
      * An optional locQualityIssueSeverity attribute that implements the [severity information](http://www.w3.org/TR/its20/#lqissueDefs).
      * An optional locQualityIssueProfileRef attribute that implements the [profile reference information](http://www.w3.org/TR/its20/#lqissueDefs).
      * An optional locQualityIssueEnabled attribute that implements the [enabled information](http://www.w3.org/TR/its20/#lqissueDefs).

**Note:**

The order of locQualityIssue elements within a locQualityIssues element should reflect the order with which they were added to the document, with the most recently added one listed first.

When the attributes locQualityIssueType, locQualityIssueComment, locQualityIssueSeverity, locQualityIssueProfileRef and locQualityIssueEnabled are used in a standoff manner, the information they carry pertains to the content of the element that refers to the standoff annotation, not to the content of the element locQualityIssue where they are declared.

In HTML the standoff markup [MUST](http://www.w3.org/TR/its20/#rfc-keywords) either be stored inside a script element in the same HTML document, or can be linked from any locQualityIssuesRef to an external XML or HTML file with the standoff inside. If standoff is inside a script element, that element [MUST](http://www.w3.org/TR/its20/#rfc-keywords) have a type attribute with the value application/its+xml. Its id attribute [MUST](http://www.w3.org/TR/its20/#rfc-keywords) be set to the same value as the xml:id attribute of the locQualityIssues element it contains.

Example 77: Annotating an issue in XML with local inline markup

The attributes locQualityIssueType, locQualityIssueComment and locQualityIssueSeverity are used to associate the issue information directly with a selected span of content.

<?xml version="1.0"?>

**<doc** xmlns:its="http://www.w3.org/2005/11/its" its:version="2.0"**>**

**<para><span** its:locQualityIssueType="typographical"

its:locQualityIssueComment="Sentence without capitalization"

its:locQualityIssueSeverity="50"**>**this**</span>** is an example**</para>**

**</doc>**

[Source file: [examples/xml/EX-locQualityIssue-local-1.xml](http://www.w3.org/TR/its20/examples/xml/EX-locQualityIssue-local-1.xml)]

Example 78: Annotating an issue in HTML with local inline markup

In this example several spans of content are associated with a quality issue.

**<!DOCTYPE html>**

**<html** lang=en**>**

**<head>**

**<meta** charset=utf-8**>**

**<title>**Telharmonium 1897**</title>**

**<style** type=text/css**>**

[its-loc-quality-issue-type]{

background-color:yellow;

margin:2px;

}

[its-loc-quality-issue-severity = "100"]{

border: 2px solid red;

}

**</style>**

**</head>**

**<body>**

**<h1>**Telharmonium (1897)**</h1>**

**<p>**

**<span**

data-mytool-qacode=named\_entity\_not\_found

its-loc-quality-issue-comment="Should be Thomas Cahill."

its-loc-quality-issue-profile-ref=http://example.org/qaMovel/v1

its-loc-quality-issue-severity=100

its-loc-quality-issue-type=inconsistent-entities**>**Christian Bale**</span>**(1867–1934) conceived of an instrument that could transmit its sound

from a power plant for hundreds of miles to listeners over telegraph wiring. Beginning in

1889 the sound quality of regular telephone concerts was very poor on account of the buzzing

generated by carbon-granule microphones. As a result Cahill decided to set a new standard in

perfection of sound **<span**

its-loc-quality-issue-comment="should be 'quality'"

its-loc-quality-issue-profile-ref=grammar

its-loc-quality-issue-severity=50

its-loc-quality-issue-type=spelling**>**qulaity**</span>** with his instrument, a standard that would not only satisfy listeners but that

would overcome all the flaws of traditional instruments.**</p>**

**</body>**

**</html>**

[Source file: [examples/html5/EX-locQualityIssue-html5-local-1.html](http://www.w3.org/TR/its20/examples/html5/EX-locQualityIssue-html5-local-1.html)]

Example 79: Annotating an issue in XML with local standoff markup

The following example shows a document using local standoff markup to encode several issues. The mrk element delimits the content to markup and holds a locQualityIssuesRef attribute that points to the locQualityIssues element where the issues are listed.

<?xml version="1.0"?>

**<xliff** version="1.2" xmlns="urn:oasis:names:tc:xliff:document:1.2"

xmlns:its="http://www.w3.org/2005/11/its" its:version="2.0"**>**

**<file** original="example.doc" source-language="en" datatype="plaintext"**>**

**<body>**

**<trans-unit** id="1"**>**

**<source** xml:lang="en"**>**This is the content**</source>**

**<target** xml:lang="fr"**><mrk** mtype="x-itslq"

its:locQualityIssuesRef="#lq1"**>**c'es**</mrk>** le contenu**</target>**

**<its:locQualityIssues** xml:id="lq1"**>**

**<its:locQualityIssue** locQualityIssueType="misspelling"

locQualityIssueComment="'c'es' is unknown. Could be 'c'est'"

locQualityIssueSeverity="50"**/>**

**<its:locQualityIssue** locQualityIssueType="typographical"

locQualityIssueComment="Sentence without capitalization"

locQualityIssueSeverity="30"**/>**

**</its:locQualityIssues>**

**</trans-unit>**

**</body>**

**</file>**

**</xliff>**

[Source file: [examples/xml/EX-locQualityIssue-local-2.xml](http://www.w3.org/TR/its20/examples/xml/EX-locQualityIssue-local-2.xml)]

Example 80: Annotating an issue in HTML with local standoff markup

The following example shows a document using local standoff markup to encode several issues. The span element delimits the content to markup and holds a loc-quality-issues-ref attribute that points to a special span element where the issues are listed within a set of other special span elements.

**<!DOCTYPE html>**

**<html>**

**<head>**

**<meta** charset=utf-8**>**

**<title>**Test**</title>**

**<script** src=qaissues.js type=text/javascript**></script>**

**<script** type=application/its+xml id=lq1**>**

**<its:locQualityIssues** xml:id="lq1" xmlns:its="http://www.w3.org/2005/11/its"**>**

**<its:locQualityIssue**

locQualityIssueType="misspelling"

locQualityIssueComment="'c'es' is unknown. Could be 'c'est'"

locQualityIssueSeverity="50"**/>**

**<its:locQualityIssue**

locQualityIssueType="typographical"

locQualityIssueComment="Sentence without capitalization"

locQualityIssueSeverity="30"**/>**

**</its:locQualityIssues>**

**</script>**

**<style** type=text/css**>**.qaissue { background-color: yellow; } **</style>**

**</head>**

**<body** onload=addqaissueattrs()**>**

**<p>**

**<span** its-loc-quality-issues-ref=#lq1**>**c'es**</span>** le contenu**</p>**

**</body>**

**</html>**

[Source file: [examples/html5/EX-locQualityIssue-html5-local-2.html](http://www.w3.org/TR/its20/examples/html5/EX-locQualityIssue-html5-local-2.html)]

## C Values for the Localization Quality Issue Type

This section is normative.

The locQualityIssueType attribute provides a basic level of interoperability between different localization quality assurance systems. It offers a list of high-level quality issue types common in automatic and human localization quality assessment. Tools can map their internal types to these types in order to exchange information about the kinds of issues they identify and take appropriate action even if another tool does not know the specific issues identified by the generating tool.

The values of locQualityIssueType were derived from a careful analysis of existing translation quality assessment tools and models, such as the LISA QA Model, SAE J2450 [?add reference?], and various commercial tools. The values represent common issue types and are designed to provide interoperability between models. Differences in granularity and in issue types may prevent full interoperability, but using the shared values will maximize interoperability where possible.

The scope column in the following table identifies whether the issue type applies to the source text (“S”), target text (“T”) or both (“S or T”).

The values listed in the following table are allowed for locQualityIssueType. The values a tool implementing the data category produces for the attribute must match one of the values provided in this table and must be semantically accurate (for example, marking the phrase “These man is” as a *terminology* issue, rather than as a *grammar* issue, might be syntactically allowable, but would be semantically inaccurate). If a tool can map its internal values to these types it must do so and must not use the value other, which is reserved strictly for values that cannot be mapped to these values.

**Note:**

The

The [ITS Interest Group](http://www.w3.org/International/its/ig/) maintains informative mappings of tools to localization quality issue types. [The ITS IG Wiki](http://www.w3.org/International/its/wiki/Tool_specific_mappings) provides information on [how to update that list](http://www.w3.org/International/its/wiki/Tool_specific_mappings" \l "Update_of_this_page). The purpose of these mappings is to document how tool internal information relates to the ITS 2.0 quality types. To foster interoperability, implementers are strongly encouraged not to rely on these mappings and to implement the ITS 2.0 quality types natively.