**?? Localization Quality Guidance**

[](http://www.w3.org/TR/its20/#contents)*This appendix is non-normative.*

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.
* *Tool*. As used here, a tool is software that generates localization quality markup. Tools may be fully automatic (e.g., a tool that identifies potential issues with terminology and grammar and marks them without human intervention) or may required human input (e.g., a system that allows users to highlight spans of text and mark them with appropriate issues).

For more information on setting translation project specifications and determining quality expectations, implementers are encouraged to consult the ISO standard definition of translation project specifications included in [[ISO/TS 11669:2012]](http://www.w3.org/TR/its20/%22%20%5Cl%20%22isots11669%22%20%5Co%20%22Translation%20projects%20%E2%80%93%20General%20guidance). Details about translation specifications are available at [[Structured Specifications]](http://www.w3.org/TR/its20/%22%20%5Cl%20%22structuredspecs%22%20%5Co%20%22Structured%20Specifications%20and%20Translation%20Parameters). 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 issue types defined in Localization Quality Issue were derived from the QTLaunchPad project’s Multidimensional Quality Metrics (MQM) framework. Additional guidance on this project may be found at [Multidimensional Quality Metrics].

The topic of localization quality is rapidly evolving and ITS 2.0 represents the first step in standardizing this area and will serve for basic interoperability needs. For situations requiring additional expressive capability or categories, further custom markup may be required.