**??ITS 2.0 Localization Quality Issue Guidance**

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

The Localization Quality Issue data category uses the following terms :

* *Quality assessment*. The task of evaluating the quality of content. 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 are only potential errors (e.g., something that looks like a mistranslation may be deliberate and appropriate in some contexts).
* *Error* An issue that has been confirmed by review.
* *Metric*. A metric is a formal system – often a set of mathematical formulae – used in quality assessment to compute an overall rating of issues, or errors.
* *Model*. A model underlies a metric. A model does for example define the overall set of issues, errors, and weights that may be used in a metric.
* *Profile*. A quality profile is the adaptation of a model to specific requirements. It specifies which subset/instantiation of a model should be used in a specific assessment. If a model does not allow customization/instantiation, the model has a single profile that is identical to the model; if it allows customization/instantiation, each customization/instantiation is a distinct profile.
* *Review*. The task of of evaluating the quality of content (see “assessment”) or of finally deciding whether an issue is an error or not. Review may be tied to the task of fixing errors, a task generally referred to as *revision*.
* *Specification*. A description (sometimes called translation brief) of the various expectations and requirements for a translation task. It may include statements about the type of translation expected, guidance on terminology to be used, information about audience, and so forth
* *Tool*. Software that generates localization quality markup, or allows use of this markup (e.g. by a reviewer). 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 require human input (e.g., a system that allows users to select sections of text and assign an issue type).

For more information on setting translation project specifications and determining quality expectations, implementers are encouraged to consult the following:

1. TheISO 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).
2. Details about translation specifications 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 define quality metrics, they provide useful guidance which localization quality issue values should be used for specific scenarios.

The issue types defined in Localization Quality Issue were derived from the Multidimensional Quality Metrics (MQM) framework established by the QTLaunchPad project (see [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 basic interoperability needs. In advanced scenariosfurther custom data categories may be required.