# AUTOMATING TRANSLATION QUALITY EVALUATION WITH CONTENTQUO

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European Parliament

# AGENDA

- Translation at the European Parliament

- Automatic pre-processing of outsourced packages

- Automatic post-processing of delivered translations for evaluation

- Quality evaluation in ContentQuo – live demo

- Feeding the evaluation results back into the workflow

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# TRANSLATION AT THE EUROPEAN PARLIAMENT

- We translate:
    - procedural texts to be debated and adopted in plenary,
      in parliamentary committees and delegations, and other fora
    - exchanges with other institutions and citizens
    - administrative documents

- We also offer other services: editing, subtitling, voice over, summarisation etc.

- **24 official languages**, 552 language combinations

- Specific for the European Parliament: **multilingual originals**

- XXXXXXXX pages in 2021, out of which XXXXXXXX were outsourced

- Quality evaluation of outsourced translations: **every assignment is evaluated** internally

# AUTOMATIC PRE-PROCESSING OF OUTSOURCED PACKAGES
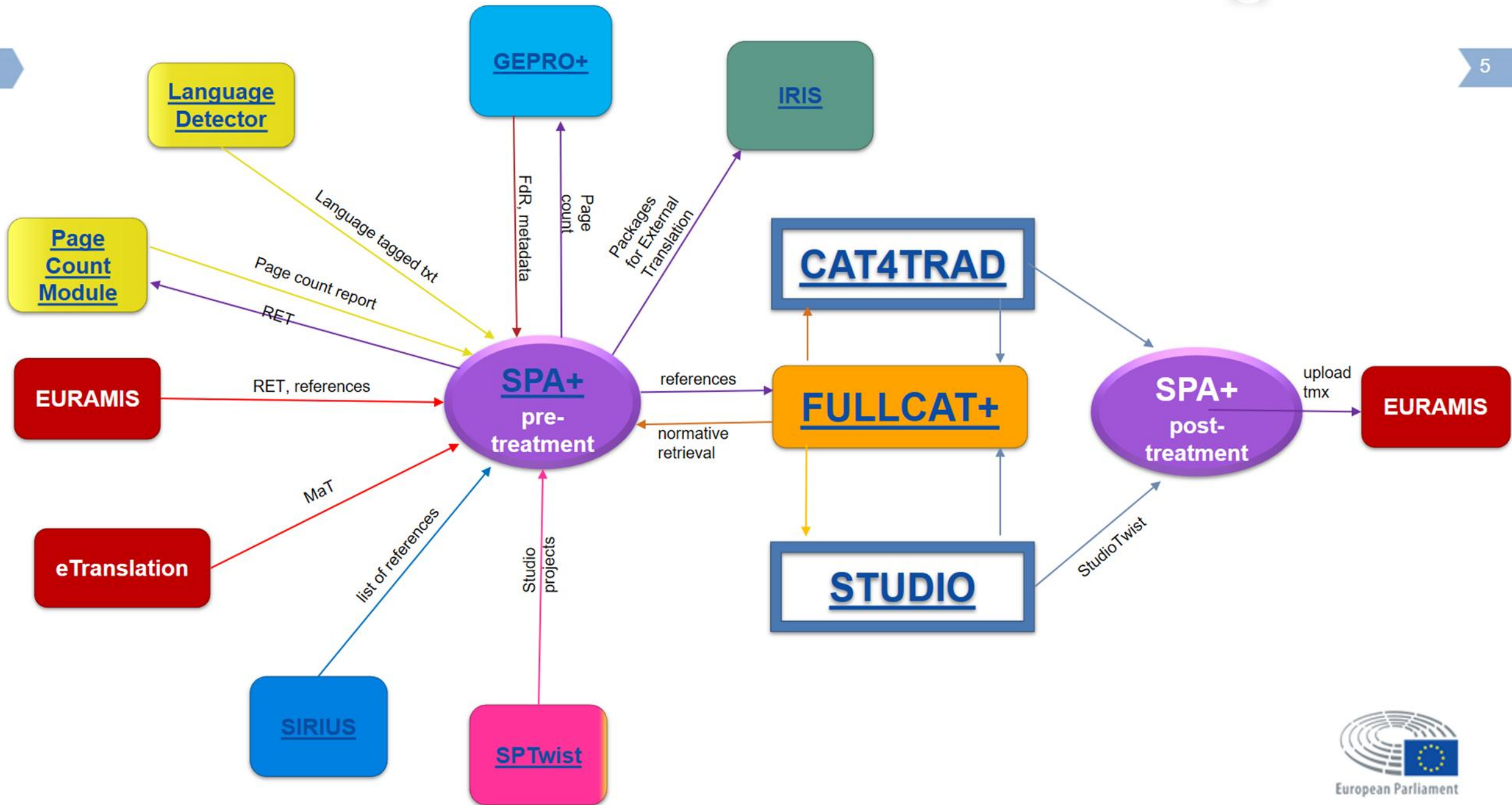
- **Translation packages** are created automatically for all translation jobs (internal or outsourced):

  - translation **resources** added – cascading memories

    - ▸ normative memories
    - ▸ reference documents
    - ▸ retrieval from Euramis

  - **SDLXLIFF files** – pre-translated against the normative memories and the main reference documents

  - **workload** calculation

  - **safe working protocol** – step by step instructions on how to use the cascading memories

- All original files and resources, for contractors who chose to use another CAT tool

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- Quality Assurance Service (QAS)

- Close cooperation between our Quality Coordination Unit, our development team and ContentQuo

- Integrates ContentQuo:

  - with our outsourcing tool and
  - with our internal workflow tool

# AUTOMATICALLY CREATED EVALUATION PACKAGES

- Evaluation packages are created for each delivery:

  - using XLIFF file(s) delivered (one XLIFF file/language combination)

  - including the relevant reference files

  - automatic sampling:

    - 15% of the delivered translation (min. 2 - max 7.5)

    - pro-rata for each source language for multilingual amendments

- Redeliveries are treated automatically

- Human interventions still needed:

  - assigning the evaluation tasks

  - evaluating the translation

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# CONTENT QUO DEMO

# FEEDING THE EVALUATION RESULTS BACK INTO THE WORKFLOW

- The evaluation report and score are
  - retrieved automatically in our workflow tool
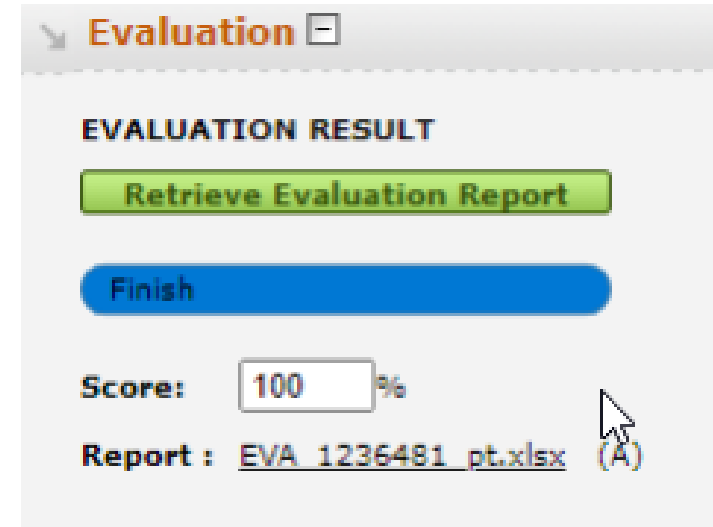


  - sent to the external contractor through our outsourcing tool
  - processed for payment and, if applicable, for the dynamic ranking

Thank you.

What else would you like to know?