

Review/QC using MQM tools

[Plint Subtiter](#) supports a review mode where each change/error is logged according to a standardised set of issue types. Using these tools involves a combination of tools and settings rather than a single Delivery method:

MQM (Multidimensional Quality Metrics) is a framework for objective assessment of translation quality, using standardized error categories and severity levels to calculate a quality score. Depending on the demands, categories can be adapted/omitted and the threshold levels for acceptance adjusted.

Adjusting and understanding the MQM settings in Plint

Under *Tools & Data / MQM Settings*, a site admin specifies how the various error categories will affect the report. Each reported issue will add a number of points to the accumulated error score. This number depends on what value is entered here for the selected *Category* and *Severity* (e.g. "Minor"), multiplied with the *Weight*. In the below example, a Major Mistranslation would result in 120 points.

The "Max allowed errors" setting determines if a job will Pass or Fail, based on the following calculation: is the combined score per **1000 words** higher or lower than this threshold? This calculation is done when the report is completed and summarised (see below).

It is highly recommended that you make any such changes early on, to ensure that reports aggregated over time can be compared in a meaningful way.

General settings

Max allowed errors

300

Err/1k

Error categories

ACCURACY							
The translation does not accurately convey the meaning of the source text, unless specific instructions allow for this.	Score				Repeat	Weight	Active
	Neutral	Minor	Major	Critical			
Mistranslation	0	10	30	300	0	4	☒
Mishear	0	10	30	300	0	4	☒
Addition	0	10	30	300	0	3	☒
Omission	0	10	30	300	0	3	☒
Untranslated text	0	10	30	300	0	3	☒

Plint Subtitler in MQM mode

The actual review is done in **Plint Subtitler**, in a dedicated MQM mode. [How to use this mode is explained here](#). The mode is activated on the Editor settings tab:

General

Editor settings

Casting

Job Fee

Job history

Messages

Notes to self

File settings

Online editing/review settings

 Proofing-type

No

 Text translation mode

No

 MQM Review Mode

No



An MQM Report job (optional)

This job consists of viewing the report after the quality control has been completed. All reports are stored and linked to the users (Reporter / Translator) and can be accessed as needed for the users in question. However, in order to quickly assess the result of a test, you can create a job and assign it to a project manager, vendor manager or similar.

You create such a job with the Delivery method "MQM Report".

The job itself will appear on the user's Dashboard with an icon leading to the report (red or green, depending on Pass/Fail status). There is also a button to report the job as Done and remove it from the Dashboard. Please note that this will not remove the report from the system:

Evaluation demo - Fjällbacka

New order

ID: 22

📅 N/A

Jobs: 28

PM: Anders L

🔍

✎

✎

☰

📄

👥

📄

+

💬

🕒

📥

📺

🔄

📧

📄

67%

33%

☐	Status	ID	Title	Part	Language	Delivery date	
☐	In process	597	Evaluation Report	1	Swedish	N/A	Report as Done 📄
☐	In process	600	Evaluation Report	1	English	N/A	Report as Done ✖

Reading the report

The report will summarise the result by showing the number of individual errors and their categories and severity, along with charts and statistics. You can also export the complete list of errors in Excel format.

MQM Scorecard

Template creation

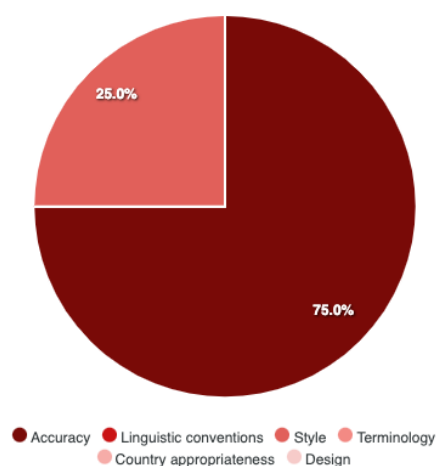
Information	MQM	Feedback
Job Id 595	 Status PASS	General
Translator Id 6	Date Completed 2020-12-16	No Feedback
Reviewer Id 7	Score Details	
Reference Swedish	Achieved Score 97.17%	
Target Swedish	Weighted Err/1K 28.30 ✓	
Word Count 5654	Err/1K 8.84	
	Definitions	
	Max Allowed Weighted Err/1K 300	
	Threshold 1696.20	
	Pass Score 70.00%	

Summary

[Export detailed issue list \(Excel\)](#)

Category	Neutral	Minor	Major	Critical	Error Points
Accuracy	1	2	0	0	70
Mistranslation	1	0	0	0	0
Mishear	0	1	0	0	40
Addition	0	1	0	0	30
Omission	0	0	0	0	0
Untranslated text	0	0	0	0	0
Linguistic conventions	0	0	0	0	0
Grammar	0	0	0	0	0
Spelling	0	0	0	0	0
Typography	0	0	0	0	0
Style	0	0	1	0	90
General style	0	0	0	0	0
Job-specific style	0	0	1	0	90
Terminology	0	0	0	0	0
Wrong terminology	0	0	0	0	0
Inconsistent terminology	0	0	0	0	0

Error Categories - Allocation



Aggregated data on user level

By going to a user's summary page, you can find all their MQM reports. They can be viewed individually, or summarised with the "Aggregated MQM Scorecard" link.

Job Id	Date	Score	Status	Link
595	2020-12-16	97.17%	✓ PASS	View
598	2020-12-16	65.45%	✗ FAIL	View
601	2020-12-16	81.42%	✓ PASS	View
604	2020-12-18	97.40%	✓ PASS	View
609	2020-12-16	81.43%	✓ PASS	View
612	2020-12-18	95.49%	✓ PASS	View
615	2020-12-18	95.84%	✓ PASS	View

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