

Assessment of quality of translations delivered by contractors

LING will evaluate a sample of each translation delivered. LING reserves the right to select the sample. Contractors will receive an evaluation report (see [model evaluation form](#)), which will specify the sample range in segments or pages, the sample size in characters, the penalty, if any, for each error type (i.e. number of errors of a given type multiplied by severity — minor, major or critical — and weight), the total penalty, if any, for all error categories taken together and the final quality mark out of 100.

The final quality mark out of 100 determines the overall rating ("acceptable", "unsatisfactory" or "unacceptable" as per page 13 of the [tendering specifications](#) for open procedure EP TRAD PPP4 2018 MONOLINGUAL.

A more detailed explanation of how final quality marks are calculated can be found under the main tab "General information".

Contractors will also receive the evaluated sample with all errors highlighted. Further comments may be included as appropriate.

Under LING's quality control policy, all translations produced by LING are subject to full revision in-house.

Once a translation delivered by a contractor has been revised in full, the contractor who performed the assignment may receive by email additional feedback to bear in mind for future occasions.

The purpose of any such additional feedback is purely educational. It is separate from the quality assessment performed on the evaluated sample and will have no bearing whatsoever on the quality mark given in the evaluation form.