

翻得好翻譯服務標準

(參考用/for reference)

Findhow Translation Service Standard**制訂依據/Basis for formulation**

以母語國的權威機構有關字體、辭彙、語法等方面的標準工具書為準，適當參考主流報刊的行文。This Standard is formulated in accordance with standard reference books about font, lexical and syntax in the native language country. The languages and words of some main presses are also appropriately referred to.

評估標準/ Judgment method

1. 內容與原文嚴格一致，不得擅作增刪、無錯譯、漏譯。The translated contents shall be strictly the same meanings with the original without translation errors or omissions. It is not allowed to add or delete the translations arbitrarily.
2. 行文流暢易懂，斷句長短適中。The translated contents shall be fluent and easy to be understood with moderate punctuations in length.
3. 使用規範化的字詞和語法：專業術語（行話）對譯準確。The standardized terms and syntax are used and the professional terminology (jargon) shall be translated accurately.
4. 語氣和風格與原文貼近，版式與原文基本一致。The writing tone and style are close to the original and the layout is consistent with the original.

可獲豁免的情形/Circumstances for exemption

1. 由於文化背景及科技發展水準的差異，某些辭彙允許保留原詞或根據其含義創造新詞。Because of the differences of cultural background and technological development level, some vocabularies are allowed to retain the original words or create new ones in accordance with their meanings.
2. 由於表達習慣不同，允許改變原文的句子結構。Because of the differences of expressions, it is allowed to change the sentence structures based on the original.
3. 原文中有含義重複的表達方式時，允許刪去重複部分；有省略部分時，允許增補字句。If there is a repeated meaning in the original, it is allowed to delete the repeated part; while for omitted meanings, it is allow to add the words.
4. 原文中夾雜與客戶無關的文字時，允許略去不譯，但必須在相關位置注明。If the original text has nothing to do with customers, it is allowed not to translate it, however, it must be stated at the relevant position.
5. 其他被公認為可以豁免的情形。Other recognized circumstances which can be exempted.

譯文錯誤的分類/Classification of translation errors

1. 錯譯：原文理解錯誤造成的譯文表達完全錯誤。Mistranslation: the completely wrong translation caused by the misunderstanding of the original expression.
2. 漏譯：因疏忽或故意偷工減料導致應翻譯的整句、整段語句沒有翻譯。Omission: the whole sentence or paragraph is not translated due to negligence or irresponsible work.
3. 瑕疵：語句可以達意但行文不流暢；用詞不符合行業通用規範；標點符號、數位錯誤，個別詞或個別含義未譯出等，屬於可讀性不良但常人仍能正確理解的缺陷。Defect: the readable and understandable defects such as unsmooth expressions, unstandardized terms, punctuation errors, and translation omissions of individual words.

譯員等級的分類/ Classification of translators

1. 翻譯行業的譯員大緻可分為初級翻譯、中級翻譯和高級翻譯。The translators can be divided into primary translator, intermediate translator and senior translator in the translation industry.
2. 不同等級的譯員提供相應等級的翻譯服務，對行業類目也進行相應的細分，讓不同技術背景的譯員從事自身擅長的行業領域翻譯。Different levels of translators shall provide the translation service at the appropriate level. The industry categories are also classified accordingly so that the translators with different technical background can translate their expertise fields.

服務等級分類/ Classification of services

根據翻得好品質控制要求，原則上分為快譯、普譯和精譯三個等級。三者的主要區別如下：Findhow's services are generally divided into Express Translation, General Translation and Precise Translation according to the quality control requirements. The main differences among three grades are as follows:

區別 Difference		快譯 (參考級) Express Translation (Reference Grade)	普譯 (實用級) General Translation (Business Grade)	精譯 (出版級) Precise Translation (Publishing Grade)
比率/Rate	錯漏率/ Omission rate 0.5%	✓		
	錯漏率/ Omission rate 0.1%		✓	
	錯漏率/ Omission rate 0.0%			✓
譯審/Translator, Proofreader	初級翻譯/ Primary translator	✓		
	中級翻譯/ Intermediate translator		✓	
	高級翻譯/ Senior translator			✓
	譯員自校/Self proofreading	✓		
	高級審校/ Advanced proofreading		✓	
	資深審校/ Senior proofreading			✓
服務/Service	專業設計/Professional design			✓
	圖片掃描/ Photograph Scanning		✓	✓
	列印刻錄/ Printing & burning		✓	✓
	蓋章鑒定/ Certified seal		✓	✓
	電郵交稿/ Delivery by Email	✓	✓	✓
	國內快遞/ Domestic Express		✓	✓
	國際快遞/ International Express			✓
用途/Purpose	普通信函/ General letters	✓		
	參考資料/ Reference materials	✓		
	商業文稿/ Business documents		✓	
	操作說明/ Instruction manuals		✓	
	印刷書籍/ Publishing books			✓
	合同協議/ Contracts, agreements			✓

注意：各種錯誤按處計算。錯誤率是指每千字譯文中的出錯處數。同一性質的錯誤每重複三次按一處計算。Note: The error rate means the wrong translation times per thousand words. Three repeated errors with the same nature shall be calculated for one time.