



Controlled Language Vs Information Quality Management



About acrolinx GmbH

- Andrew Bredenkamp PhD. (Founder and CEO)
 - (Computational) Linguist
 - Multilingual Information Development since 1987
- acrolinx GmbH (www.acrolinx.com)
 - Recognized **Information Quality Management** leader since 2002
 - Headquartered in Berlin, Germany
 - North American subsidiary in Colorado, regional office in North Carolina
 - Core technology under development since 1997
 - State-of-the-Art Linguistic Technologies from German Research Centre for Artificial Intelligence (www.dfki.de)



Controlled Language vs Information Quality Management

- Controlled Language: aka Controlled English, Simplified English, STE
 - Limited Terminology, each word has one meaning, single part of speech
 - Short sentences, simple structure
- Information Quality Management
 - Based on proven Quality Management principles and practices: 6-Sigma, ISO-9000, Kaizen, PQMI ...
 - Documented Standards and Processes, Quality Assurance, Quality Control



Definitions

- *Information Quality*: Consistent conformance to accepted Standards
- *Information Quality Standards*:
 - *Structure*: Templates, DTDs, Schemas (automated conformance)
 - *Presentation*: Formatting, Style Sheets (automated conformance)
 - *Content*: Style Guides, Terminology Guidelines, Grammar, and Spelling conventions



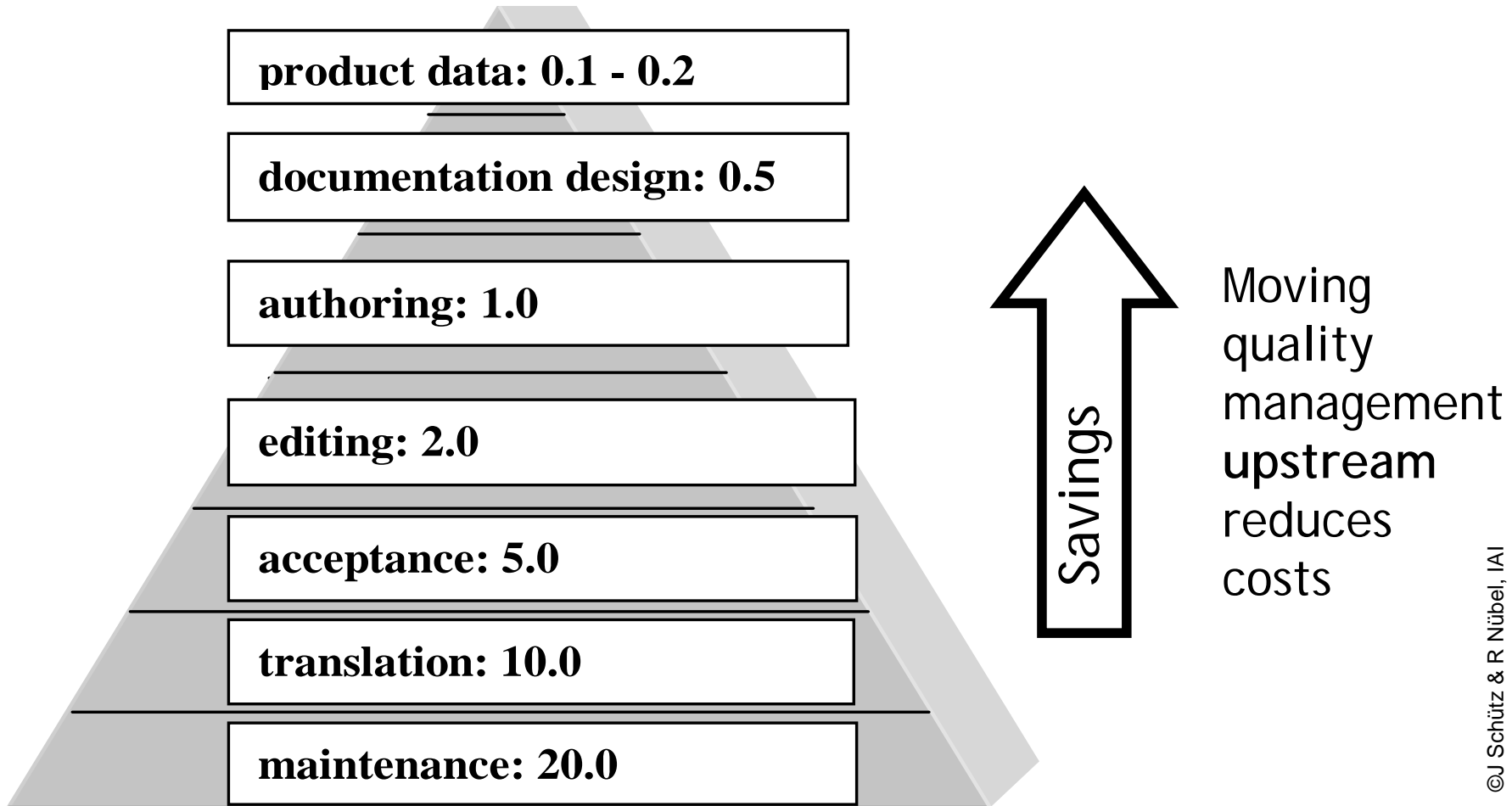
Definitions

- *Quality Assurance*: Objective, real-time feedback to process participants comparing their output to standards
- *Quality Control*: Independent objective metrics and reports at various process gates or handoff points
- *Continuous Quality Improvement*: assess → adjust → measure → assess ...
- *Process Quality Management*: Manage quality from beginning to end.



Why Bother?

Cost and time to fix errors

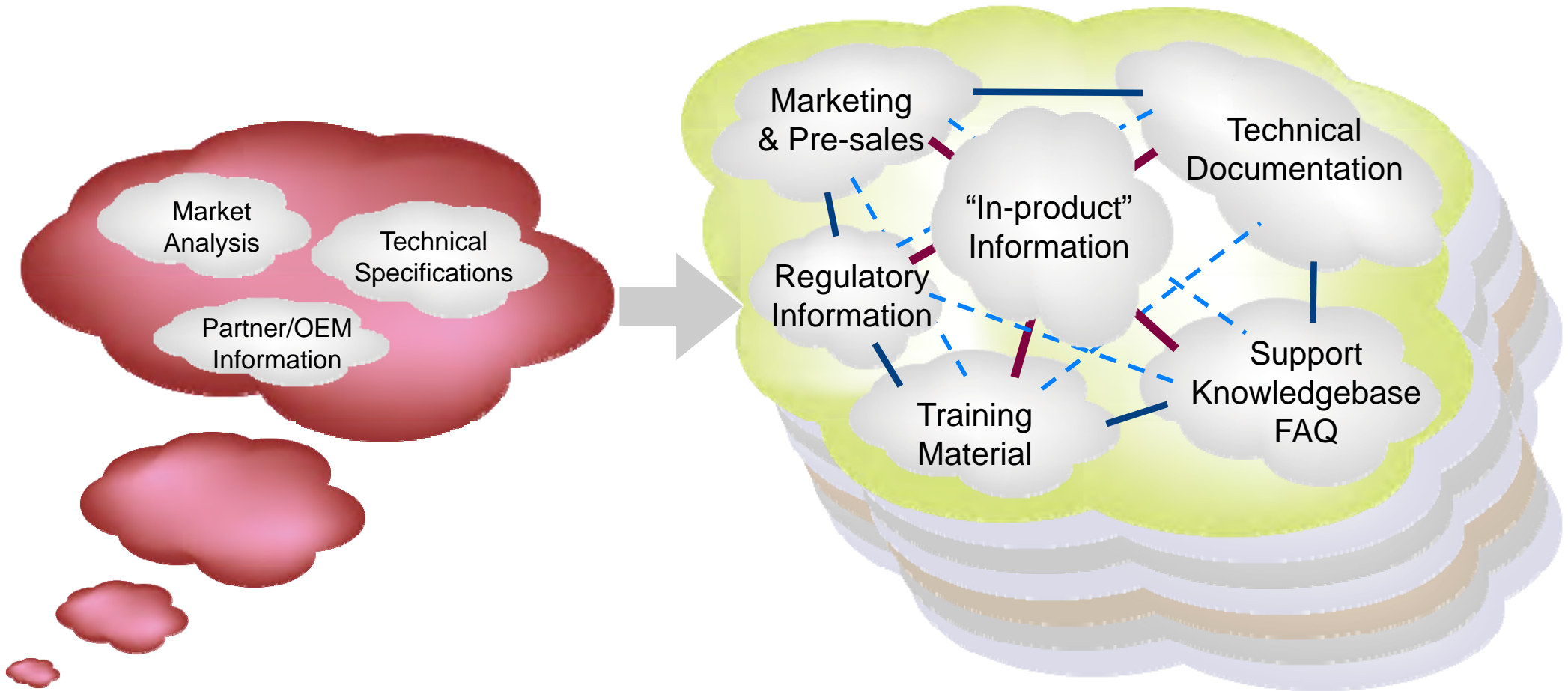


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The unit cost of fixing term errors at different points of the Content Supply Chain



Why Bother? Evolving Product Information Ecosystem





Why Bother?

Cost reduction/revenue enhancement

- Translatability/Readability
 - High Quality content costs up to 30% less to translate
 - Quality content is easier for non-native speakers to read
- Call deferrals
 - Consistent terminology and style → better indexing → better search → better self-help → fewer calls





Why Bother?

Cost reduction/revenue enhancement

- Product liability risk management
 - Certifiable quality → manageable risk
- Internal process efficiencies and cost savings
 - Less rework
 - Less copy editing
 - Cleaner handoffs between process tasks
 - Fewer Writer/Editor/SME “debates”





Why Bother? Real World Results

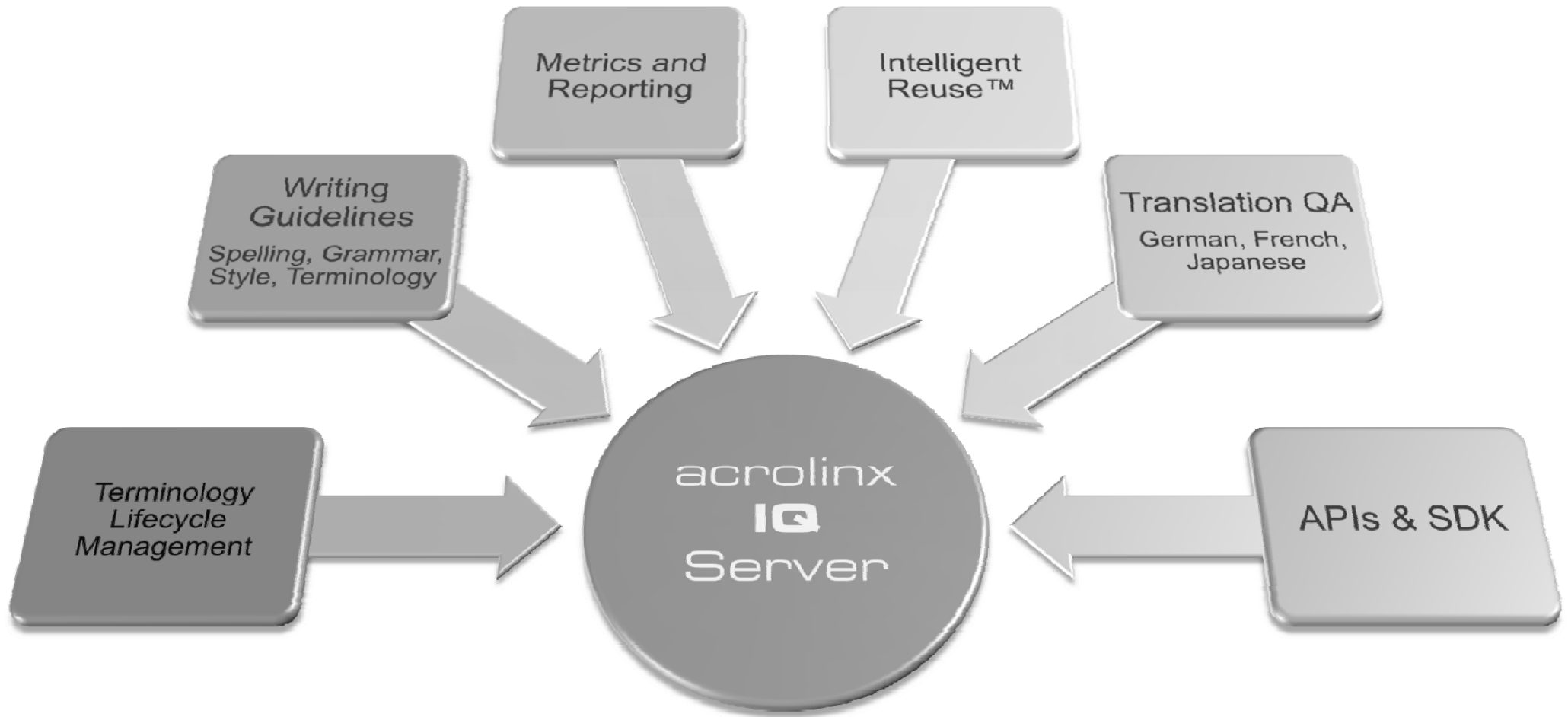
- **Symantec Success Story:**

- Since 2003 - Content has increased from 80 million words to 1.1 billion
- Over the same period costs have been *reduced by 86%*
- ***“It would not have been possible without acrolinx technology”***
(Stephan Brennan, Senior Vice President, Shared Services, Symantec)



acrolinx® IQ

High-level architecture





More Information

www.acrolinx.com
info@acrolinx.com
866.749.3700



DEMO

acrolinx IQ Suite Writer/Editor Interface

on-demand checking and guidance



- Acrolinx IQ toolbar



- Color-coded flags (like spell check on steroids!)

	Style
	Terminology
	New term
	Spelling
	Grammar

The screenshot shows the Epic Editor window titled "batteryEP.xml". The interface includes a menu bar (File, Edit, Find, View, Insert, Entities, Table, Tools, Format, Window, acrocheck, Help) and a toolbar with various editing icons. The document content is structured with XML tags like <title>, <sect1>, <para>, and <warning>. The text is annotated with color-coded flags: green for style, purple for terminology, orange for new terms, red for spelling, and blue for grammar. A context menu is open over the text "battery cable", showing options: "Illegal term", "Replace with:", "battery cable" (highlighted), "Edit Error", "Ignore Error", "Step-through Mode", and "Next Flag". An illustration of a car's interior with a battery is also visible in the document.

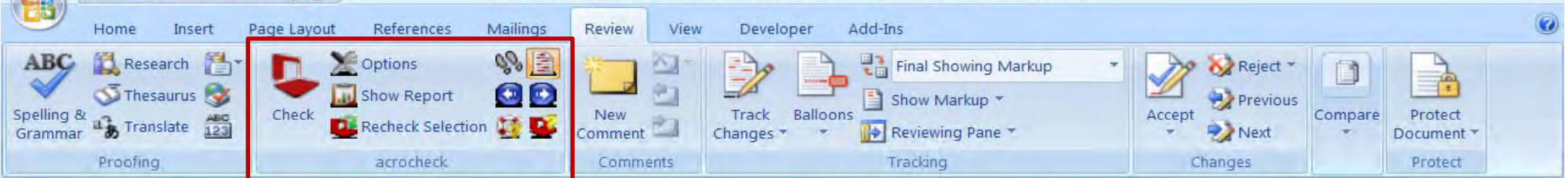
Demo

Batch

ROI

acrolinx
TECHNOLOGY FOR INFORMATION QUALITY





Preparing the Site

To prepare the site for the Topspin 360, perform the following steps:

1. Read the cautionary statements in "Safety Information" on page 5.
2. Fill the Topspin registration form out online. Go to <http://www.topspin.com/support/prodreg.cfm>.
3. Verify that the rack environment provides sufficient ventilation. The operating temperature must not be over 76° c.
4. Unpack the Topspin 360 package.
5. Verify that you have all of the items on the Requirements list. Refer to "Requirements" on page 1.

It can be seen that site preparation is very easy!

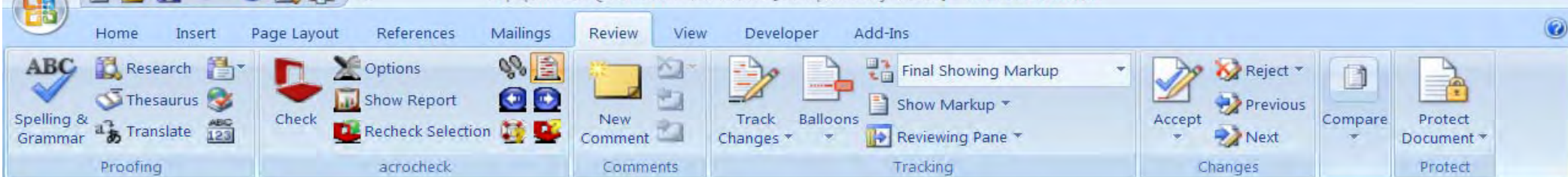
Install Topspin 360 FRUs

Install gateways and switch cards to increase the port count of your switch.

Note: whenever possible install all FRUs before you rack your Topspin 360. You can continue to add or replace FRUs after you rack your device.

To install field replaceable units (FRUs), perform the following steps:

1. Install any expansion modules (Fibre Channel gateways or Ethernet gateways):
 - a. Remove any filler panels from slots that will have a card installed. Begin by filling the first gateway slot (slot 2).
 - b. Install Ethernet and/or Fibre Channel gateways, as appropriate to your Topspin system, or for more information, see "Install an Ethernet or Fibre Channel Gateway" in the Topspin 360 Hardware Guide.
2. Install a additional switch blade:
 - a. Remove the blanking panel from the slot.
 - b. Slide the IB switch card firmly into place.
 - c. Tighten the screws to the on the left and right-hand sides of the IB switch



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1. Read the cautionary statements in "Safety Information" on page 5.
2. Fill the Topspin registration form out online. Go to <http://www.topspin.com>
3. Verify that the site has sufficient ventilation. The operating temperature must be between 10°C and 35°C.
4. Unpack the Topspin 360 and verify that the requirements list. Refer to the Topspin 360 Hardware Guide.
5. Verify that you have the required tools and materials.

It can be seen that site

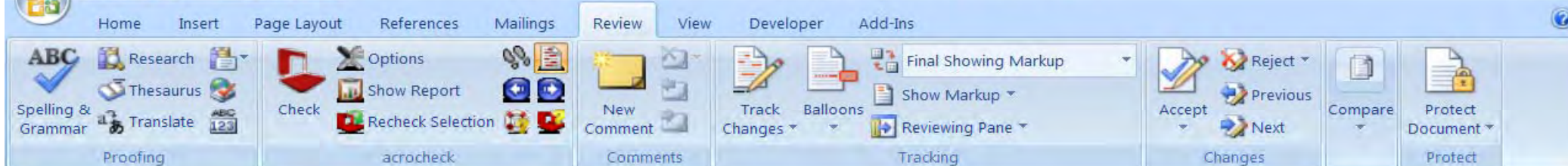
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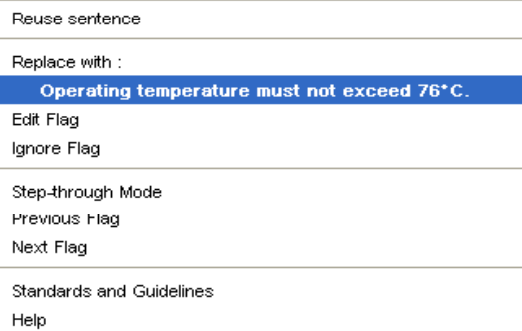
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3. Verify that the rack environment provides sufficient ventilation. The operating temperature must not be over 76°
4. Unpack the Topspin 360 package
5. Verify that you have all of the items listed in the “Requirements” on page 1.



It can be seen that site preparation is ve

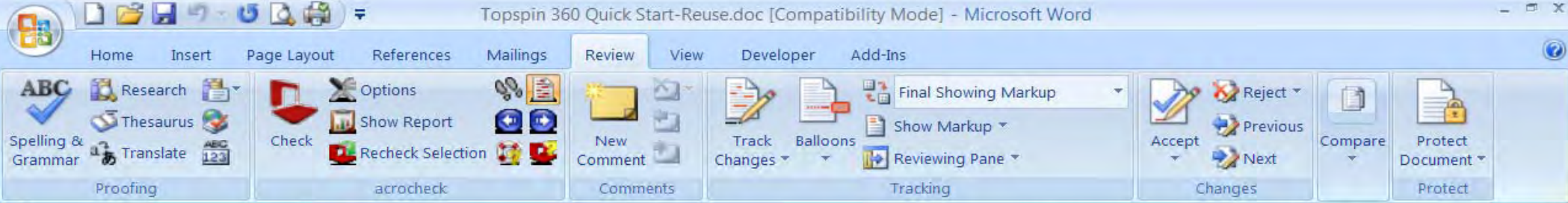
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Install gateways and switch cards to incr

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Install T

Install gate

Note: when
You can c

To install fi

1. Install a additional switch blade:
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Term: 'verify'
 Status: deprecated
 Termset: Switches
 Domains: Switches

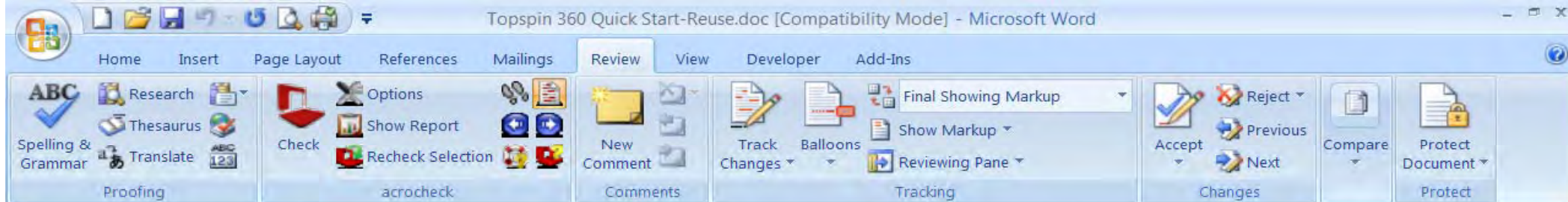
Replace with :

Check

Edit Flag
 Ignore Flag
 Ignore in whole document
 Replace in whole document

Step-through Mode
 Previous Flag
 Next Flag

Standards and Guidelines
 Help



To prepare the site for the Topspin 360, perform the following steps:

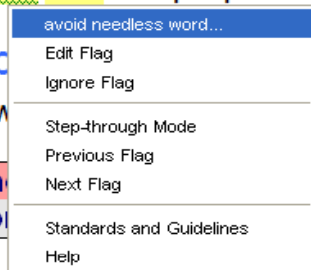
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3. Verify that the rack environment provides sufficient ventilation. The operating temperature must not be over 76° c.
4. Unpack the Topspin 360 package.
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It can be seen that site preparation is very easy!

Install Topspin

Install gateway

Note: when
You can co



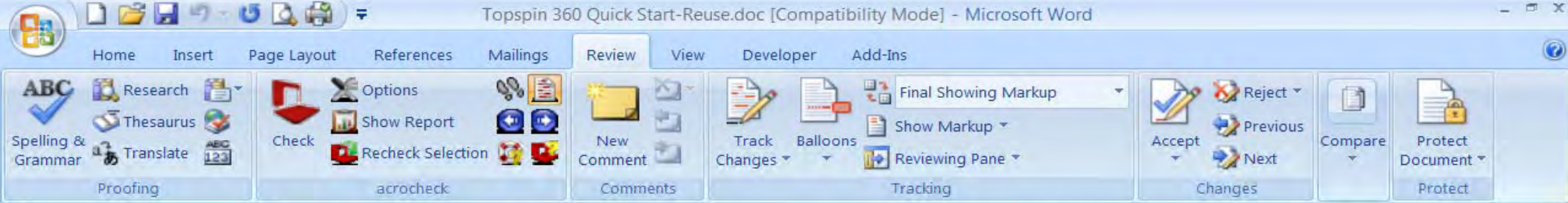
s

s to increase the port count of your switch.

all FRUs before you rack your Topspin 360.
place FRUs after you rack your device.

To install field replaceable units (FRUs), perform the following steps:

1. Install any expansion modules (Fibre Channel gateways or Ethernet gateways):
 - a. Remove any filler panels from slots that will have a card installed. Begin by filling the first gateway slot (slot 2).
 - b. Install Ethernet and/or Fibre Channel gateways, as appropriate to your Topspin system, or for more information, see “Install an Ethernet or Fibre Channel Gateway” in the Topspin 360 Hardware Guide.
2. Install a additional switch blade:
 - a. Remove the blanking panel from the slot.
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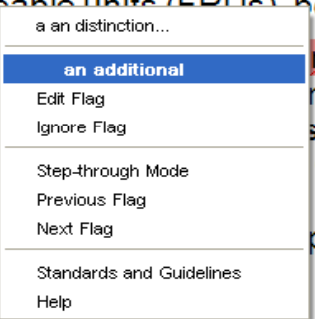
Install Topspin 360 FRUs

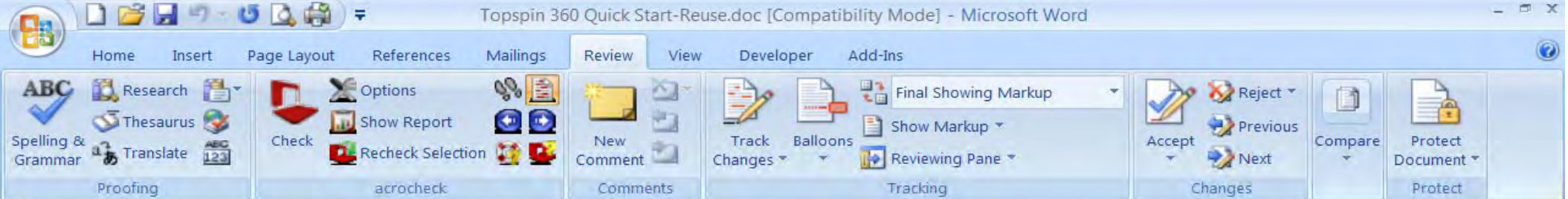
Install gateways and switch cards to increase the port count of your switch.

Note: whenever possible install all FRUs before you rack your Topspin 360. You can continue to add or replace FRUs after you rack your device.

To install field replaceable units (FRUs), perform the following steps:

1. Install any expansion cards (FRUs) (e.g. Channel gateways or Ethernet gateways):
 - a. Remove the blanking panel from the slot that will have a card installed. Begin by filling the slot with the blanking panel (slot 2).
 - b. Install Ethernet Channel gateways, as appropriate to your information, see "Install an Ethernet or Fibre Topspin 360 Hardware Guide."
2. Install an additional IB switch card.
 - a. Remove the blanking panel from the slot.
 - b. Slide the IB switch card firmly into place.
 - c. Tighten the screws to the on the left and right-hand sides of the IB switch card.





<http://www.topspin.com/support/prodreg.ctm>.

3. Verify that the rack environment provides sufficient ventilation. The operating temperature must not be over 76° c.
4. Unpack the Topspin 360 package.
5. Verify that you have all of the items on the Requirements list. Refer to "Requirements" on page 1.

It can be seen that site preparation is very easy!

Install Topspin 360 FRUs

Install gateways and switch cards to increase the port count of your switch.

Note: whenever possible install all FRUs before you rack your Topspin 360. You can continue to add or replace FRUs after you rack your device.

To install field replaceable units (FRUs), perform the following steps:

1. Install any expansion modules (Fibre Channel gateways or Ethernet gateways):
 - a. Remove any filler panels from slots that do not have a card installed. Begin by filling the first gateway slot (slot 2).
 - b. Install Ethernet and/or Fibre Channel gateways appropriate to your Topspin system, or for more information see the "Installing an Ethernet or Fibre Channel Gateway" in the Topspin 360 User Guide.
2. Install an additional switch blade:
 - a. Remove the blanking panel from the slot.
 - b. Slide the IB switch card firmly into the slot.
 - c. Tighten the screws to the on the card.



Rack the Topspin 360

To mount the Topspin 360 in a rack, perform the following steps:



Acrolinx Management Interface

metrics and reporting

- Summary metrics for entire project
- Customer definable scores, weightings and thresholds
- Overall scores can be used to optimize workflow

acrocheck™ aggregated Report

Summary Results

Summary

Totals			
Files checked	38		
Total words checked	4854		

Category	Totals	Avg.	Rate / 10K
Style flags	78	2	161
Grammar flags	0	0	0
Term flags	0	0	0
Spelling flags	0	0	0

Project status	
	40

FAILED

Thresholds used	Checking settings	
Style: yellow > 0.4, red > 1.2	Text type	User
Grammar: yellow > 0.1, red > 0.3	Language ()	English
Terms: yellow > 0.1, red > 0.3	Style check	on
Spelling: yellow > 0.1, red > 0.3	Grammar check	off
	Term check	off
	Spelling check	off
	Term harvesting	on





Acrolinx Management Interface

metrics and reporting II

- Summary report for each metric category
- Color-coded status indicators
- XML or Database storage
- Active links to individual reports and document files

acrocheck™ aggregated Report

Summary Results

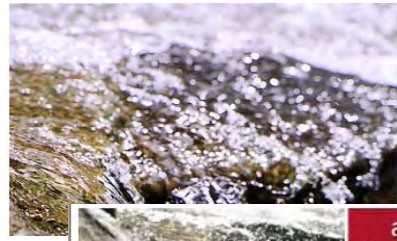
Print this table

Document	Words	Style		Grammar		Terms		Spelling		Total	
		Abs.	%	Abs.	%	Abs.	%	Abs.	%	Abs.	%
pcrequer.htm	257	10	3.9	0	0	0	0	3	1.2	13	5.1
pcctorw.htm	230	7	3	0	0	0	0	0	0	7	3
pccrepw.htm	186	6	3.2	1	0.5	0	0	0	0	7	3.8
pchaptyw.htm	264	11	4.2	1	0.4	0	0	0	0	12	4.5
pchasecw.htm	21	1	4.8	0	0	0	0	0	0	1	4.8
pcitadds.htm	193	7	3.6	0	0	0	0	0	0	7	3.6
pclocema.htm	179	4	2.2	0	0	0	0	0	0	4	2.2
pcclinfr.htm	225	7	3.1	0	0	0	0	0	0	7	3.1
pcocglw.htm	224	7	3.1	0	0	0	0	0	0	7	3.1
pcolagr.htm	230	8	3.5	0	0	0	0	0	0	8	3.5
pcolestyw.htm	143	6	4.2	1	0.7	0	0	0	0	7	4.9
pcolladw.htm	65	2	3.1	0	0	0	0	0	0	2	3.1
pcomdetr.htm	146	2	1.4	0	0	0	0	0	0	2	1.4
pcometar.htm	132	3	2.3	0	0	0	0	0	0	3	2.3
pcomtgw.htm	167	4	2.4	0	0	0	0	0	0	4	2.4
pcconfvw.htm	126	3	2.4	0	0	0	0	2	1.6	5	4
pcconfw.htm	149	4	2.7	0	0	0	0	0	0	4	2.7
pcconf4w.htm	170	4	2.4	0	0	0	0	0	0	4	2.4
pcophiaw.htm	222	7	3.2	0	0	0	0	0	0	7	3.2
pcpenpr.htm	116	2	1.7	0	0	0	0	0	0	2	1.7
pcctnfr.htm	109	3	2.8	0	0	0	0	3	2.8	6	5.5
pcrcat2w.htm	271	8	3	0	0	0	0	0	0	8	3

Start Demo



Terminology Lifecycle Management Interface



[User ID: admin](#) [Settings](#) [Change Password](#) [Help](#) [Messages](#) [Log Off](#)

Search or Create: Term ▼

Servers

License

Users

Terminology

Filter

Customize

Import and Export

Reuse

Status

proposed	1
deprecated	144
↳ Use with Caution	1
admitted	51
preferred	239
non-term	0
↳ stopword	0
↳ no-single-term	0

Language

English	38
German	74
Multiple Languages	1
Spanish	0
Dutch	0
Czech	0
Arabic	1
French	26
Japanese	267
Hungarian	0
Swedish	0
Chinese	1
Portuguese	0
Korean	1
Russian	0
Italian	26

Domains

undefined domain	3
ADSL	88
Switches	69
acrolinx	6
かな漢字	243
携帯電話	28
ASD-STE100	0
↳ Technical Names	0
↳ 1_Official_Parts_Information	0
↳ 2_Locations_On_Aircraft	0
↳ 3_Tools_Or_Equipment	0
↳ 4_Materials_Consumables_Or_Unwanted_Matter	0
↳ 5_Aircraft_Support_Facilities	0
↳ 6_Circuits_Or_Systems	0
↳ 7_Mathematical_Scientific_Or_Engineering_Terms	0
↳ 8_Navigation_And_Flying	0
↳ 9_Units_Of_Measurement_Or_Dial_Markings	0
↳ 10_Numbers	0
↳ 11_Persons_Groups_Bodies	0
↳ 12_Body_Parts	0
↳ 13_Common_Personal_Effects	0
↳ 14_Medical_Terms	0
↳ 15_Documents_Manuals	0



Terminology Lifecycle Management Interface



- Servers
- License
- Users
- Terminology
- Filter
- Customize
- Import and Export
- Reuse

Search or Create: Term ▼

Filter: Show all terms with Status **deprecated** and Language **English** Open Columns Save

► Batch Edit Actions

Found 12 terms.

Term ^	Status	Language	Domains	Links
<input type="checkbox"/> acrocheck	⊗ deprecated	English	acrolinx	<ul style="list-style-type: none"> • acrolinx (preferred, English)
<input type="checkbox"/> [application]	⊗ Use with Caution	English	<ul style="list-style-type: none"> • Switches • 携帯電話 	<ul style="list-style-type: none"> • [program] (preferred, English) • [Anwendung] (admitted, German) • アプリケーション (preferred, Japanese)
<input type="checkbox"/> [assure]	⊗ deprecated	English	Switches	<ul style="list-style-type: none"> • [be] sure (deprecated, English) • [verify] (deprecated, English) • [make] sure (deprecated, English) • [ensure] (deprecated, English) • [check] (preferred, English)
<input type="checkbox"/> [be] sure	⊗ deprecated	English	Switches	<ul style="list-style-type: none"> • [make] sure (deprecated, English) • [ensure] (deprecated, English) • [verify] (deprecated, English) • [assure] (deprecated, English) • [check] (preferred, English)
<input type="checkbox"/> [cisco]	⊗ deprecated	English	undefined domain	
<input type="checkbox"/> [ensure]	⊗ deprecated	English	Switches	<ul style="list-style-type: none"> • [be] sure (deprecated, English) • [make] sure (deprecated, English) • [assure] (deprecated, English) • [verify] (deprecated, English) • [check] (preferred, English)
<input type="checkbox"/> IB	⊗ deprecated	English	Switches	<ul style="list-style-type: none"> • InfiniBand (preferred, Multiple Languages)
<input type="checkbox"/> [make] sure	⊗ deprecated	English	Switches	<ul style="list-style-type: none"> • [assure] (deprecated, English) • [verify] (deprecated, English) • [be] sure (deprecated, English) • [ensure] (deprecated, English) • [check] (preferred, English)
<input type="checkbox"/> Phillips-head [screwdriver]	⊗ deprecated	English	Switches	<ul style="list-style-type: none"> • cross-head [screwdriver] (preferred, English) • [Kreuzschlitzschraubendreher] (admitted, German) • محرز رأس المثلث (admitted, Arabic) • 跨头螺丝起子 (admitted, Chinese)

