

How to manage language and terminology in an S1000D (ATA iSpec 2200) environment

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Abstract-No: **A#23**

Does it look familiar?

Click the button.

Press the button.

Hit the button.

Pressing the button.

Please click the button.

Press the knob.

Hit the knob.

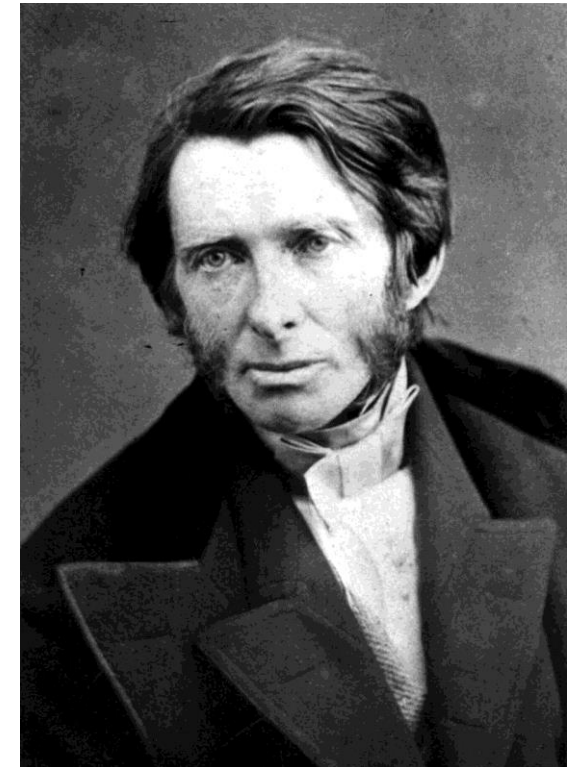
Click the knob.

Let's talk about quality

Quality is never an accident. It is always the result of intelligent effort.

John Ruskin

ISO 9000: Degree to which a set of inherent characteristics fulfils requirements.



Why SGML/XML?

- Consistency independant from author
- Same information types have the same structure
- Content re-use becomes possible
- Facilitates information exchange
- Multi-channel publishing possible
- Facilitates topic-based content creation

Structured content vs. Natural language

Structure	Language
Well defined based on information concept and content strategy	Based on experience and guess, best practice
Information structure independant from the user's background, education	Information structure depends on mood
Structure definition is not possible for humans and machines	Structure definition can only be avoided by human review.
Structure is permanent	

What are the criteria?

Consistent documents



Consistent language



Correct terminology



Let's define the criteria

- Modern design
- Carbon neutral
- Air-conditioned



What does it mean for the linguistic quality

We need to control the language using a controlled language

A controlled language is a subset of a natural language defining:

- Rules for style
- Rules for grammar
- Rules for spelling
- A vocabulary

Why controlled languages?

- Consistent usage of style, grammar, spelling and terminology
- Improve readability
- Eliminate ambiguity and complexity
- Improve quality and comprehensibility of translations

The Style Guide – the definition of all quality criteria

Rule	Active	Description	Information
brit	-	This word is not U.S. English. Review the spelling of this word.	
o43en	-	Sentence- Review the Capitalize Words at	
o44en	-	Sentence- Review the Replace the Words in	
o45en	-	This word Review the Capitalize Names	
o46en	-	Capitaliza Review the Check wh	
o53en	-	Use 'an' b Review the Replace 'a' 'a' is used (when pro	
g291en	-	Lexical confusion Review word choice. Possibly there is a word confusion.	
s600en	-	Put the target of an action at the beginning of a sentence. Review the word order. First mention the target of an action, then the action itself. The logical order of the information enhances the comprehensibility. Negative example: You must plug all 3 connection plugs into the basic module to ensure the degree of protection . Positive example: To ensure the degree of protection , you must plug all 3 connection plugs into the basic module.	
s712en	-	Avoid passive voice. Review the writing style. This construction uses the passive voice. Consider using the active voice. The passive voice emphasizes the result and often obscures the initiator of the action. The active voice reinforces a cause/effect relationship between the initiator, the action and the result. Negative example: After the tap has been turned off , the shaft will move. Positive example: After you have turned the tap off , the shaft will move., the shaft will move.	
s741en	-	Try to avoid using command forms in the negative: could this be replaced by another, positive, command form? Review the writing style. Try to avoid using negative command forms. Consider replacing the negative command form by a positive command form. Negative command forms are hard to process. Negative example: Do not allow any grease to enter the exhaust system. Positive example: Avoid any grease entering the exhaust system.\nOR:\nNo grease must enter the exhaust system.	

<p>You are only allowed to operate the device after you have passed successfully the **CBT**</p>

Cognitive
behavioral
therapy

Computer based
training

Terminology

Cognitive behavioral therapy

Definition: *Cognitive behavioral therapy (CBT) is a psycho-social intervention that aims to reduce symptoms of various mental health conditions, primarily depression and anxiety disorders.*

Computer based training

Definition: *Computer based training usually means individualized (self-study) learning en-US*

Computer based training

Preferred

CBT

Admitted

Computer-based training

Deprecated

de-DE:

Computer based training

Preferred

CBT

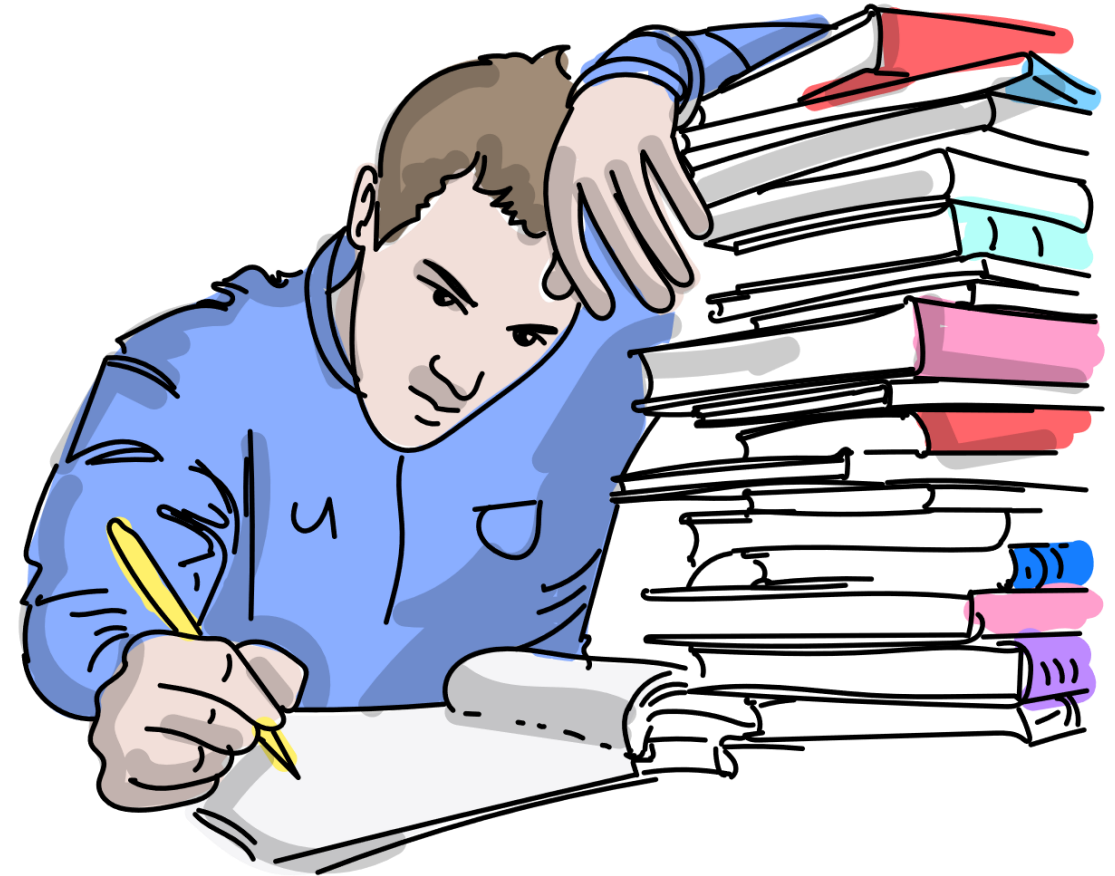
Admitted

But there is more

Check units	Parents	Attributes	Treatment	Rules	Class	Notes	Action
* Click here to add a new row							
abbrev			Check		None		
action			Check		Procedure		
addmod			Check		None		
applic			Skip		None		
cbloc			Check		None		
choice			Check		None		
closetxt			Check		None		
condtitle			Check		Title		
datacond			Check		None		
def			Check		None		
destruct			Check		None		
dmc			Skip		None		
dmcextension			Skip		None		
entry			Check		Table		
exmod			Check		None		
expcont			Check		None		
fbasicdesc			Check		None		
fcondition			Check		None		
fcontext			Check		None		
fdesc			Check		None		
fequipment			Check		None		

Style guides are great. But...

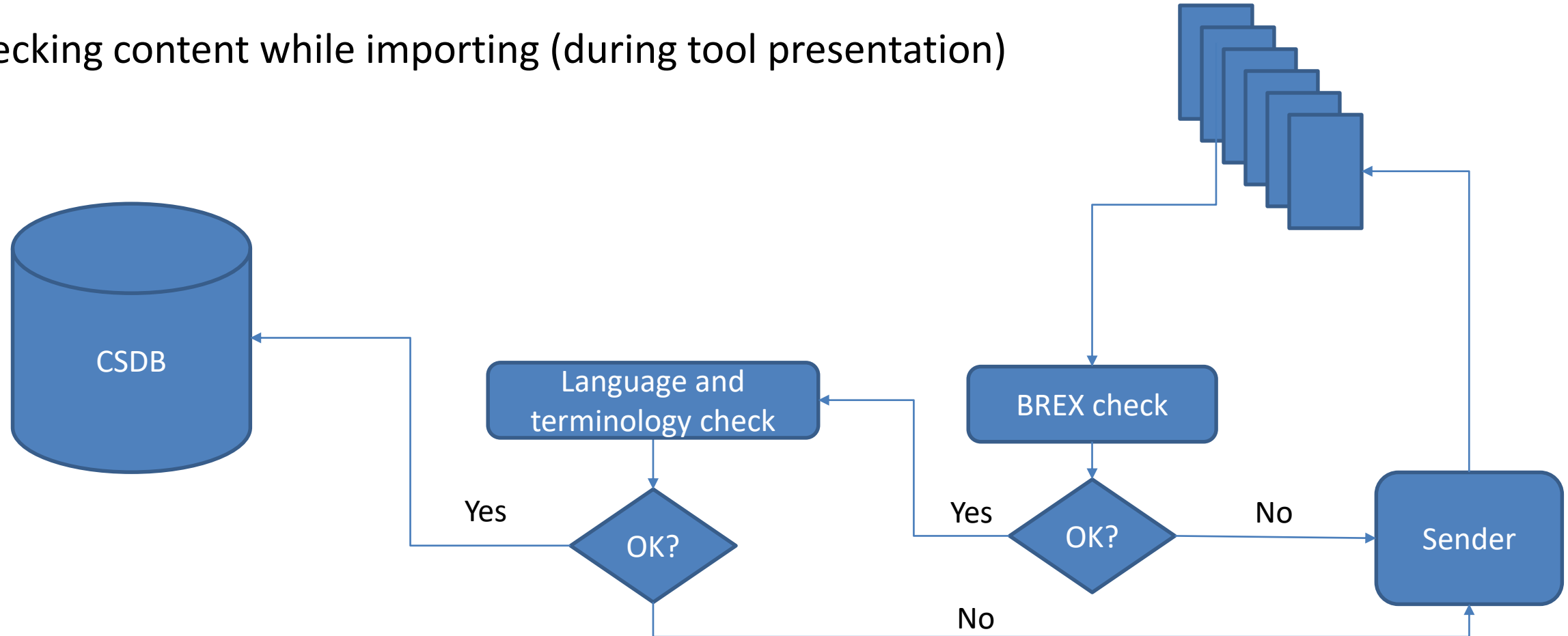
- How can we make sure that all content creators know that there is a style guide?
- How can we make sure that all content creators know the rules?
- How can we make sure that all content creators obey the rules?
- How can we make sure that all content creators know all terms with the corresponding usage in different contexts?
- How are rules and terms being checked?



Controlled Language Checkers can help

Checking content while editing (during tool presentation)

Checking content while importing (during tool presentation)



Thank You

for your attention!

Questions?

[In the box to the left, insert either a copy of your business card or another image - or enter your name and address in text in this box]