Image/Place Translation Project - Delivery Workflow & QC Standard

Portfolio one-pager for Solutions Project Manager Intern · Version 2026-01-01

Objective: Deliver image/place translation projects on time with consistent quality by using a repeatable workflow, clear acceptance criteria, and a closed-loop QC & feedback system.

1) Delivery Workflow (what happens, what we produce)

Step	Goal	Key outputs (examples)	Owner
1. Intake & scope	Confirm what to translate and constraints	Request form, volume, locales, deadline, sample files, edge cases	PM + Sales
2. Sample & rules	Align quality expectation before mass work	Golden sample, terminology/rules, style guide, QC checklist	PM + Dev/QC
3. Execution	Run translation pipeline & collect results	Work queue, batch logs, output package, exception list	Ops/Dev
4. QC (sampling)	Detect errors early and quantify quality	QC report, defect tags, severity, rework decision	QC Lead
5. Feedback loop	Fix root causes and prevent repeats	Rework tickets, rule updates, updated glossary, postmortem notes	PM + Dev/QC
6. Delivery & sign-off	Deliver final results and confirm acceptance	Delivery email, changelog, acceptance sign-off, invoice trigger	PM + Client

2) QC Standard (how we measure quality)

Sampling rule
- Default: sample **10%** per batch (min 20, max 200 items). Increase to 20-30% when new client/rules, new model, or high-risk content.

Defect taxonomy
- **Terminology:** wrong key term / inconsistent glossary
- **Missing:** missing translation, truncated text
- **Mistranslation:** meaning changed, wrong entity/number
- **Format/Layout:** line breaks, spacing, overflow, orientation
- **OCR/Detection** (if applicable): missed region, wrong region mapping

Severity
- **Major:** changes meaning, brand/legal risk, wrong numbers, unreadable output -> must rework
- **Minor:** style/format issues without meaning change -> rework if above threshold

Acceptance criteria
- Major defect rate <= **1%** (sampled)
- Total defect rate <= **3%** (sampled)
- If thresholds breached -> stop-ship, run root cause analysis, rework impacted batch, update rules/glossary, re-QC.

QC output
- QC sheet + defect tags + screenshots (when needed) + rework decision + next actions & owner.

3) Communication & Metrics (how PM keeps delivery predictable)

Cadence	What	Audience	Template
Daily (during delivery)	Status update: done/doing/blockers; risk & ETA changes	Sales, Dev, QC	Daily update (3 bullets)
Milestone gates	Scope freeze, sample sign-off, QC sign-off, delivery sign-off	Client + internal	Decision log + sign-off
Post-delivery	Metrics & learnings; top defects; rule changes	Internal team	1-page postmortem

Core metrics: On-time delivery rate · Cycle time (intake->delivery) · QC pass rate · Major/Minor defect rate · Rework rate · Throughput (items/day) · Client satisfaction (issue count / feedback).

Tip: Attach the Excel tracker (with a summary dashboard) and keep a simple issue log (root cause + fix + prevention). This demonstrates immediate job readiness.

Appendix: Project Tracker & Dashboard (from Excel template)

1) Tracker (template excerpt)

Task ID	Client	Source Locale	Target Locale	Status	Owner	Due Date	Risk Level	Risk Notes	Notes
IMG-0001	Client A	KO	EN	In Progress	You	2026-01-05	Medium	New client, confirm glossary	
IMG-0002	Client B	EN	KO	Delivered	You	2026-01-07	Low		Delivered on time
IMG-0003	Client C	ZH	EN	Blocked	You	2026-01-10	High	Waiting for sample sign-off	

Tip: Use dropdown fields for Status/Risk/QC; maintain a simple issue log linking defects to rule updates.

2) Dashboard (KPI & summaries)

KPI	Value
Total tasks	3
Delivered items (Delivered Date filled)	1
On-time delivery rate	1
Avg cycle time (days)	
Major defect rate (sampled)	0.87%
Total defect rate (sampled)	4.35%

Summary by Status

Status	Count
Backlog	0
In Progress	1
In QC	0
Blocked	1
Delivered	1
Closed	0

How to use

1) Enter tasks on the Tracker sheet. Use dropdowns for Status/Priority/Risk/QC fields.

2) Fill Owner names in Dashboard column C to get per-owner open item counts.

3) Track QC results (Major/Minor defects) for sampled items to monitor defect rates.