

【原文】

Dear Heike,

Good morning! I am very concerned to receive your email. It seems that unfortunately the Quality result presented in our previous email was misleading. I sincerely apologize for any dissatisfaction you have had due to our Quality result. Please note we value you and would like to help you in any way possible. In this case, a detailed clarification on your concern regarding quality check result is provided below.

1) We have analyzed the reviewer comments in detail during the quality check. In your case, at most of the instances reviewer has mentioned to add some content in the manuscript to improve the reader's understanding. In one instance he has mentioned to change a word and correct a spelling. In our quality check, we examined the quality of translation with respect to the points of terminology, fluency, and grammar and found no major mistakes. On performing the Quality check we found no major errors and it meets our standard quality.

We sincerely value you and it is our privilege to have you as one of our clients. I hope you will be satisfied with the detailed explanation provided on your Quality result concern. In case you have any question please do not hesitate to contact me again. I will be glad to help you in any way possible.

Thanks and best regards,
Michael

【翻譯】

親愛的Heike,

早安，我十分關切收到您的來信。很不幸的，您似乎對於我們上一封有關品質檢驗結果的電子郵件有些誤會。對於此誤會引起任何不滿，我們感到非常抱歉。請了解，我們重視我們的客戶，並會盡我們所能得協助您。關於此事，有關於您疑慮的部份，請見以下詳細的釐清說明：

我們已經詳細分析了檢驗員於品質檢驗時所給的評語。關於您的案件，在大部份的例子中，檢驗員大多提及在操作手冊中需增加一些內容以利讀者方便了解。其中一個例子為檢驗員提到需更換一個用字以及更正拼字。在檢驗的過程中，我們特別檢查語言上的使用詞彙、流暢度及語法，且並未發現有任何重大的錯誤。因此整體的檢查結果並未發現有任何重大錯誤，皆符合我們的品質標準。

我們重視我們的客戶，能為您服務是我們的榮幸。我希望以上詳細的說明能讓您排除對於品質檢驗結果的疑慮。若您有任何問題，請不吝與我連繫，我會盡全力協助您。

以上
謝謝