

Interview Summary

Group PeARs

Persona:

Our interviewee is a field engineer. A job for him usually lasts a week, 7-10 hours a day. He works on site with customers, mostly in Europe.

How he works:

Does maintenance work for customers. There is a physical list of points to test. This list will be adjusted on sight and agreed on from customer and engineer. After the week is over, they go through the list and both sign on what has been done and still needs to be looked at.

After maintenance they document everything to prove that the machine has been tested and is qualified for use.

Problems and Challenges:

The main problem for our engineer is bad communication skills and lack of preparation on the customer's side. When both parties are solution oriented the workflow is easier and more satisfying than when the customer tries to shift blame on parts not working. There are spare parts that every company should have on site, in case of replacements needed. This is the job of the owner of the machine and causes problems when not taken seriously.

Wishes for future:

At the moment all documentation is done physically, so he hopes that more documentation can be done digitally. If it was possible he would like the machines to do self-checks and be able to authenticate that it is working properly.

Communication:

Most of the communication is made via Email beforehand. On site all of the communication is verbal.

Conclusion and Relevance:

Our Interview partner seemed honest and happy to help us with what he knows, also because he knew he can stay anonymous. He was not in the best position though to be a valuable source of research however, since he is not an off sight trouble-shooter but a requalifying field engineer that provides tests and certifications for the machine to be allowed to run.