ME

Two-stroke engineer

Experienced · Trainer role

Hirth Engines · daily engineering + test bench workflows · mobile context · source: stakeholder interview

SAYS

- " *I don't trust the copilot — I validate with books and my brain*
- " *It should be cheap and easy — €20k license kills the project*
- " *Documentation is mostly avoided by the guys*
- " *A picture says more than a thousand words*
- " *Push a button, record your explanation — that's quick enough*
- " *A keyword is not enough — I type full sentences*
- " *I need to know where the information comes from*

THINKS

— AI output = starting point, never a trusted answer

— Source attribution = accountability; I need the author

— Complex UI guarantees engineers won't use it

— Quick overview first — I don't want 20 pages upfront

— Most problems are new; system must handle novel cases

— Knowledge outlives experts but no one captures it

— Mechanical principles don't expire — this isn't medicine

DOES

— Books → ChatGPT/Copilot → validates against trusted sources

— Works solo until stuck, then asks a trusted colleague

— Runs weekly problem-sharing meetings

— Takes and sends photos to describe issues

— Records voice during colleague conversations

— Uploads PowerPoint summaries post-fix (when trained to)

— Avoids writing documentation mid-flow

FEELS

— Frustrated by slow, scattered information search

— Distrustful of AI without source verification

— Responsible for preserving team knowledge (trainer)

— Pressured by long-running problems spanning months–years

— Satisfied when past experience delivers an instant fix

— Worried about cost and team adoption failure

PAINS & GAINS

PAINS

Fragmented sources **No trust in unverified AI**

No documentation culture

Problems last months–years

Complex UI = non-use

License cost as kill condition

Repeated search through same sources

Expert knowledge lost at retirement

GAINS

Hypothesis list on first input

Overview first, detail on demand

Voice capture = zero extra effort

Skip already-tried steps

Source + author always visible

Mobile access anywhere

Cross-referenced solutions

Virtual author contact for corrections

Source: Hirth Engines stakeholder interview · synthesized VEH · hackathon UX phase