

Marine Inspector Persona

Mark Thole

Bio

Mark Spends most of his time in the depths of massive shipping vessels performing complex and lengthy inspections of bow thrusters, cooling systems, and forward generating rooms, Mark feels an obligation and duty to his country to ensure vessels entering and exiting Canadian water meet our strict safety and security regulations.

Demographics

Male 58 years

Canada

Marine Inspector

30 years experience

Coast Guard College Graduate

Quote

In order to keep up with the workload, we need new tech

Tasks and Duties

- Performs complex inspections on or off site with both domestic and international clients
- Review and augment security plans
- Enforcement of non-compliance

Behaviours

Client Services

0 25 50 75 100

Technology

0 25 50 75 100

Attention to detail

0 25 50 75 100

Flexibility

0 25 50 75 100

Sense of Duty

0 25 50 75 100

Operational knowledge

0 25 50 75 100

Frustration with current process

0 25 50 75 100

Needs

- Autonomy and freedom
- A new approach to the current process to make him feel effective

Motivations

- The safety and security of all Canadians
- Make certain that vessels are complaint with regulations

Frustrations

- Duplication of efforts due to manual processes
- Traveling to an onsite inspection and not having the client available for the appointment
- Lack of funds for appropriate training

Technology

Browsers