August 2023

## Welcome to the winter edition of the Loop Technologies quarterly newsletter. Here at Loop, we are constantly working on and completing innovative new

projects, the scope of which is almost endless. We would like to introduce you to one of our key team members who assists in delivering these projects and provide you further information on the wide range of work we undertake for an insight into our capabilities. In this newsletter we showcase:

# Spotlight on Loop Technologies Customer Solutions Engineers:

- Exemplifying our commitment to deliver expert tailored solutions by going the extra mile A staff profile on Chetan Jairaj, Customer Solutions Engineer
- Also in this newsletter:

## Review us on Google

We hope you enjoy this edition, and we'd love to hear from you if there is

anything further you would like to know. Roger, Ross and the team at Loop



At Loop Technologies, we take pride in our ability to provide bespoke solutions and services tailored to our customers' unique needs.

Exemplifying our commitment to deliver expert

tailored solutions by going the extra mile.

Behind this success lies the expertise of our highly skilled team of Customer Solutions Engineers (CSEs), led by Glenn McCarthy, one of our Business Managers. This team is instrumental in ensuring Loop's flexibility, establishing new capabilities, and delivering quality customer interactions. Our four talented CSEs - Colin Pawson, John McLeish, Chetan Jairaj, and Mike Rogers bring diverse technical backgrounds and a deep range of

capabilities. Their roles defy standard job titles and encompass various functions that underpin the essence of our customer-centric approach. **Key functions of the Customer Solutions Team Engineers** 1. Production Management

#### The CSEs oversee the production of solutions developed by Loop. Their keen attention to technical detail ensures that every solution meets our

### high-quality standards and aligns with our customers' requirements.

2. Project Management Implementing new products, solutions, and processes for our customers requires expert project management. The CSEs handle this responsibility ensuring seamless execution and timely delivery.

#### The CSEs foster strong relationships with customers through detailed daily interactions. They promptly respond to queries, provide ad-hoc

3. Detailed Customer Interaction

information, and offer technical expertise, ensuring our customers receive exceptional support throughout their journey with Loop. 4. Quoting and Invoicing

### Ensuring transparent and accurate quoting and invoicing is essential in our customer-centric approach. The CSEs handle these aspects with precision,

ensuring smooth transactions. 5. Documentation and Quality Assurance Consistency and quality are paramount at Loop. The CSE team documents all tasks and processes meticulously to meet the requirements of our

ensures that every customer receives the highest level of service. At Loop, we understand that each customer is unique, and our CSE team exemplifies our commitment to going the extra mile to ensure we meet and exceed expectations. With their considerable expertise and dedication, they

play a significant role in making Loop Technologies a leader in providing

Contact us today to learn more about our services and how we can create

ISO9001 Quality Management System. This dedication to adherence

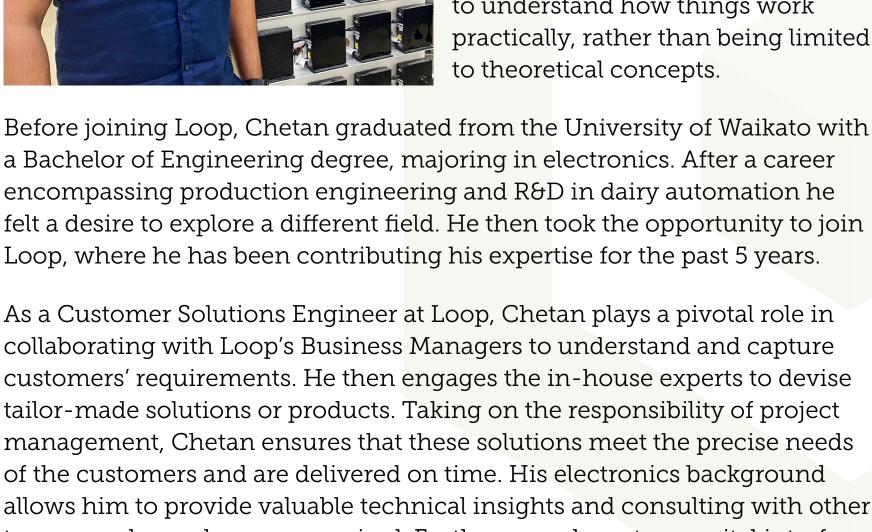
**Customer Solutions Engineer** 

Meet the Loop team

customised electronic hardware solutions.

tailored solutions to meet your requirements.

An insight into the life and role of Chetan Jairaj,



to understand how things work practically, rather than being limited to theoretical concepts.

Chetan brings a wealth of

Engineer at Loop.

experience and technical expertise

Chetan's passion for the technology

industry has been evident from a

high-school days, he displayed a

natural inclination towards science

and technology, driven by a curiosity

young age. Even during his

to his role as Customer Solutions

As a Customer Solutions Engineer at Loop, Chetan plays a pivotal role in collaborating with Loop's Business Managers to understand and capture customers' requirements. He then engages the in-house experts to devise tailor-made solutions or products. Taking on the responsibility of project management, Chetan ensures that these solutions meet the precise needs of the customers and are delivered on time. His electronics background allows him to provide valuable technical insights and consulting with other team members whenever required. Furthermore, he acts as a vital interface between the management team, customers, and in-house experts, ensuring

The Loop Team is well versed on the best methods to solder

technical solutions team for customised solutions to handling logistics, Chetan enjoys the dynamic nature of his work.

a seamless flow of communication throughout the project lifecycle.

each with its unique challenges and requirements. From providing

technical information for repair solutions and brainstorming with the

One of Chetan's most valued aspects of his role is the diversity it offers.

Working at Loop, he has the opportunity to be involved in various projects,

and inspect electronic assemblies. In his professional endeavours, Chetan is driven by strong values, with customer satisfaction being his top priority. He firmly believes in delivering high-quality products and services that adhere to industry standards and customer requirements. In line with this commitment, Chetan recently travelled to Adelaide for a five-day training course to become a certified trainer in IPC J-STD-001, a certification that outlines the materials, methods, and verification criteria for making high-quality soldered electronic assemblies. The internationally recognised certification Chetan has gained means that he is now able to train and certify other Loop team members on the best methods to solder and inspect electronic assemblies, including those for aerospace and military applications, providing customers with the assurance of working with a company that adheres to

industry best practices. Outside of work, Chetan enjoys spending time with his wife and daughter. An avid rugby fan and Chiefs supporter, he often attends games at our local Waikato Stadium. Chetan has a keen interest in playing indoor volleyball and has been an active member of the Loop soccer team.

With his technical acumen, commitment to customer satisfaction, and dedication to delivering high-quality solutions, Chetan is an invaluable asset to the Loop team. His contributions play a significant role in ensuring the delivery of cutting-edge technology solutions to clients.

