

## 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](#)

## Spotlight on Loop Technologies Customer Solutions Engineers



Loop Technologies  
Hamilton Facility

**Exemplifying our commitment to deliver expert tailored solutions by going the extra mile.**

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

#### 3. Detailed Customer Interaction

The CSEs foster strong relationships with customers through detailed daily interactions. They promptly respond to queries, provide ad-hoc 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 ISO9001 Quality Management System. This dedication to adherence 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 customised electronic hardware solutions.

**Contact us today to learn more about our services and how we can create tailored solutions to meet your requirements.**

## Meet the Loop team

An insight into the life and role of Chetan Jairaj,  
Customer Solutions Engineer



**Chetan brings a wealth of experience and technical expertise to his role as Customer Solutions Engineer at Loop.**

Chetan's passion for the technology industry has been evident from a young age. Even during his high-school days, he displayed a natural inclination towards science and technology, driven by a curiosity to understand how things work practically, rather than being limited to theoretical concepts.

Before joining Loop, Chetan graduated from the University of Waikato with a Bachelor of Engineering degree, majoring in electronics. After a career encompassing production engineering and R&D in dairy automation he felt a desire to explore a different field. He then took the opportunity to join Loop, where he has been contributing his expertise for the past 5 years.

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 a seamless flow of communication throughout the project lifecycle.

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, each with its unique challenges and requirements. From providing technical information for repair solutions and brainstorming with the technical solutions team for customised solutions to handling logistics, Chetan enjoys the dynamic nature of his work.



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