

PRESS RELEASE

September 3, 2021

Investing in a sustainable future: Reliable Controls reflects on 10 years of ISO certification

Victoria, BC, Canada – Reliable Controls, provider of flexible, sustainable building automation systems, is proud to celebrate 10 years of ISO certification, a milestone in responsible manufacturing.

Certification by the International Organization for Standardization (ISO) helps Reliable Controls meet the needs of its customers by ensuring consistent quality and responsible environmental performance. In 2011 the company achieved ISO 9001:2008 certification, added ISO 14001:2008 in 2014, and passed the requirements for both ISO 9001:2015 and 14001:2015 in 2017.

“In the past decade, the entire organization has demonstrated its commitment to continual improvement by consistently achieving high-performance results during external ISO audits,” said Vince Palmer, VP Operations. “Most importantly, we have steadily managed to make positive changes throughout the company to contribute to our mission of having and sustaining the most satisfied dealers and customers in the building automation industry.”

ISO 9001 sets out the criteria for a quality management system and accompanying processes, including a strong customer focus, motivation for managers, and a process approach to continual improvement that ensures Reliable Controls customers receive consistent, good-quality products and services. The company has exceeded its intended ISO 9001 goals of minimizing product returns to

less than 1.5 percent during their 5-year warranty period and achieving delivery times of less than 5 business days from any requested date.

ISO 14001:2015 certification sets Reliable Controls apart from many of its competitors in the building automation controls industry. The standard helps the company achieve the intended outcomes of its environmental management system, including enhancement of environmental performance, fulfillment of compliance

obligations, and achievement of environmental objectives.

“Our focus with the ISO standards is on sustainable operations throughout the organization,” said Palmer. “These results over 10 years coincided with a period of significant company growth, and we’re very proud of that, our commitment to the standard, and our mission.”



From left to right: Liam Dicks - former QEMS coordinator, Carlito Gumba - operations quality control manager, and Bradley Doll - QEMS coordinator.

Learn more about Reliable Controls:
reliablecontrols.com

Learn more about ISO:
iso.org

View [our ISO 9001:2015 certificate of registration](#)

View [our ISO 14001:2015 certificate of registration](#)

Contact: Reliable Controls
TEL: 250.475.2036
Email: info@reliablecontrols.com