

# PRESS RELEASE

January 9, 2023

## Reliable Controls Appoints Vince Palmer as Executive Vice President, Operations

Victoria, BC, Canada – Reliable Controls is pleased to announce the appointment of Vince Palmer as executive vice president, Operations. In his new role, Palmer will build on his current responsibilities by laying a path forward to implement the company's business continuity plan and strengthen its resiliency for decades to come.



“It feels very special to be part of the Reliable Controls organization, and I’m proud of the sustainable products we design and manufacture. The processes we adhere to help minimize our daily impact on climate change,” says Palmer. “I’m fortunate to work with a team that is passionate, resilient, and committed to the mission of Reliable Controls. It’s an honor to regularly contribute to our special partnership with the Authorized Dealer network, who are an extended family of the company and bring Reliable Controls products to life in the real world.”

Palmer joined Reliable Controls in 2000 as an accounting assistant in the Finance department, where he was instrumental in bringing integrated processes to the company’s newly installed accounting system. He built efficiencies and key performance reporting that helped better manage the business. With detailed transactional knowledge of ordering and fulfillment, Palmer immediately recognized opportunities to improve manufacturing, and in 2004 he was promoted to Operations manager. His determination to resolve stubborn rework issues on the manufacturing floor opened the door for detailed time-in-motion tracking and root-cause analysis that reduced order fulfillment times from 30 days to less than 5.

In 2010 Palmer oversaw the company’s quality and environmental system, giving rise to ISO 9001 certification in 2010 and ISO 14001 certification in 2017. A pillar of dependability, Palmer and his teams successfully implemented numerous mission-critical objectives, including the well-being and productivity of the entire Operations staff through the pandemic, maintaining inventory levels during ongoing supply-chain challenges, and raising the bar on ISO certifications, all while progressively improving the security of the company’s business intelligence and information technology.

Reliable Controls has benefited from Palmer’s leadership in his previous accounting, manufacturing, quality control, and business intelligence roles. After 22 years of unwavering dedication, he has demonstrated an open and outward leadership style that promotes the Reliable Controls vision and mission, combined with an innate passion for building teams that simply get the job done. The entire company is proud to see Vince promoted to his new executive position and congratulates him for this notable achievement.

“I look forward to tackling the challenges that lie ahead in the next chapter of my career within the organization as the new EVP of Operations,” says Palmer.

Reliable Controls is a worldwide leader in building automation and controls, with over 200 factory-certified partners in more than 40 countries and a LEED Platinum–certified corporate office and manufacturing facility located in Victoria, Canada.

For more information, visit [reliablecontrols.com](https://reliablecontrols.com)

Contact: Reliable Controls  
Phone: 250.475.2036  
Email: [info@reliablecontrols.com](mailto:info@reliablecontrols.com)