

FOR IMMEDIATE RELEASE

Total Reliability Solutions, LLC. and Quality Training Systems, Inc. Announce Strategic Alliance to Bring New Products and Services to Utilities

- *Alliance will compliment TRS' deep experience in electric system operations, including transmission and distribution operations as well as reliability coordination; QTS brings strong expertise in application of Systematic Approach to Training and performance consulting*
- *TRS to work with QTS to bring a wide variety of innovative instructor-led training courses to a broader market, including a new series of NERC CEH-approved ILA's focusing on developing and enhancing critical thinking skills for operators*
- *TRS and QTS customers to benefit from an increased range of products and services both companies will now offer under the Alliance*

CAMAS, Washington & CHICAGO, Illinois, July 11, 2019 / -- Total Reliability Solutions, LLC., is pleased to announce that on July 11, 2019, it entered a strategic alliance with Quality Training Systems, Inc. The Alliance will benefit electric utility training customers by combining the strengths of both companies toward a common goal – bringing [unique and innovative training products](#) and services to the electric utility market.

What this Means for Customers

Customers of both TRS and QTS will benefit from gaining access to a wider range of offerings, featuring TRS' deep electric systems operational experience and creative approach to instructor-led training, and QTS' expertise in training design, software development, and performance consulting.

Why an Alliance between QTS and TRS?

When asked for the reasoning behind the Alliance, QTS President Stefanie Pressl explained “The goal of the Alliance is to increase what each company can offer to our respective customers. The more products and services our customers have to choose from, the more they benefit.” Tim Hickey, QTS' Vice President added “When we looked at the combination of what each organization brings to the table – our process expertise and TRS' content expertise, working together was an obvious choice.” TRS owner Michael Cassiadoro also believes the new team holds great potential: “We at TRS have partnered with QTS informally over the past several years, and we see this alliance as a logical next step in our evolution. The synergy created from our working together will allow us to accomplish great things for our training customers.”

About Quality Training Systems, Inc.

Quality Training Systems has provided software and performance support services to electric utilities since 1997. QTS' flagship software product, the Quality Training Database (QTD), offers utility training departments a versatile training management system, which provides trainers with line-of-sight between what's learned in training and what operators, field employees, and critical job tasks performed in the field.



Originally designed to help utilities track and manage information required to comply with NERC's PER-005 training standard, the QTD Suite of tools has evolved to include Learning Management, On-the-Job Training, Task Qualification functionality and more.

Led by Stefanie Pressl, who brings her over 20 years of utility training and consulting experience to bear, QTS also specializes in the application of the Systematic Approach to Training, providing performance consulting support that assists utility training departments design initial and continuing training programs, improve their OJT tools, and maintain compliance with regulatory standards.

What Comes Next

Customers should be on the lookout for more information coming soon featuring new training products and services, including a new course series on critical thinking for operators, which includes [several NERC CEH-approved instructor-led Individual Learning Activities](#). Given recent and coming changes in the electric utility sector, TRS and QTS believe that by working together, they can bring more beneficial training to an increased number of utilities, helping them achieve better business results today, and meet tomorrow's training challenges as well.

As Michael Cassiadoro noted, "The electric grid is evolving at a rapid pace and the way we train Real-time System Operations personnel must evolve too. TRS and QTS are committed to working with electric utilities to develop state-of-the-art training solutions that will better prepare their staff to operate the grid of the future."

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