



FOR IMMEDIATE RELEASE

## **IEHA Partners With The Deming Institute**

**Northbrook, IL, USA — January 28, 2019**—IEHA, a Division of ISSA, the worldwide cleaning industry association, has entered into a partnership with [The W. Edwards Deming Institute®](#). The agreement allows IEHA to share the institute’s acclaimed Deming Philosophy and the Deming Leadership System with its members.

The late Dr. W. Edwards Deming, The Deming Institute’s namesake, is renowned for teaching Japanese car manufacturers how to implement quality and continuous improvements into their production systems as a means to reduce costs and create efficiencies. Most importantly, Deming was an outspoken advocate of using what he referred to as “Profound Knowledge” to promote pride in workmanship, higher-quality results, and a happier workforce.

The nonprofit Deming Institute was founded in 1993 (the year of Dr. Deming’s passing) and is committed to carrying on his work.

“We believe partnering with The Deming Institute is an important step in helping our members become ever more successful,” said IEHA Executive Director Michael Patterson. “IEHA wishes to bring Dr. Deming’s ‘Profound Knowledge’ philosophy to our members, which includes helping them adopt a total systems approach to facility care and maintenance among other initiatives.”

According to Patterson, IEHA’s educational programs will work in tandem with The Deming Institute to help redefine customer expectations of quality while promoting measurable outcomes and high standards that, in turn, change the way the world views cleaning.

“At The Deming Institute, our mission is to enrich society through Dr. Deming’s philosophy,” said Kevin Cahill, grandson of Dr. Deming and executive director of The Deming Institute. “We seek partners that can bring the Deming Way to important audiences and are pleased to be working through IEHA’s educational team to realize our common goals.”

In an effort to foster understanding and synergy between the two institutions, IEHA and The Deming Institute have mapped out a process of information exchange for the near future. The Deming Institute will serve as reviewers of IEHA’s existing Integrated Cleaning and Measurement (ICM) learning and training modules in addition to four Deming Institute-related modules that are expected to roll out in 2019.

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In November 2019, IEHA will host a Deming Institute workshop at ISSA Show North America in Las Vegas, NV. This educational session is expected to become an annual event and will demonstrate how to integrate Dr. Deming's principles with the needs of IEHA members and facilities for the benefit of the entire industry.

For more information on IEHA's partnership with The Deming Institute, visit [www.ieha.org](http://www.ieha.org).

### **About The W. Edwards Deming Institute**

The mission of The W. Edwards Deming Institute is to enrich society through the Deming Philosophy. The Deming Philosophy, known as Dr. Deming's "System of Profound Knowledge," represents a holistic approach to leadership and management. The Deming System of Profound Knowledge® promotes transformation through an essential lens that will benefit anyone and any organization. The System of Profound Knowledge is a way for people and organizations to understand and realize their full potential and how they can continually improve. As the leading proponent of Dr. Deming's theories and teachings (including The 14 Points for Management, Seven Deadly Diseases, and PDSA), The Deming Institute is helping people bring quality, joy and success to their work and their lives through the Deming Philosophy. For more information, visit [www.deming.org](http://www.deming.org).

### **About IEHA**

IEHA, a Division of ISSA, focuses on the health care and hospitality sectors of the cleaning industry. This 1,300-plus member professional association was founded in 1930 and merged with ISSA in 2017. Executive housekeepers manage environmental service programs in commercial, industrial, or institutional facilities. They direct staff, ranging from a few to several hundred people and handle budgets from thousands of dollars to millions. IEHA provides members with an array of channels through which they can achieve personal and professional growth. For more information, visit [ieha.org](http://ieha.org).

### **About ISSA, The Worldwide Cleaning Industry Association**

With more than 9,200 company members—including distributors, manufacturers, manufacturer representatives, building-service contractors, in-house service providers, residential cleaners, and associated service members—ISSA is the world's leading trade association for the cleaning industry. The association is committed to changing the way the world views cleaning by providing its members with the business tools they need to promote cleaning as an investment in human health, the environment, and an improved bottom line. Headquartered in Northbrook, IL, USA, the association has regional offices in Mainz, Germany; Botany, Australia; and Shanghai, China. Visit [www.issa.com](http://www.issa.com), call 800-225-4772 (North America) or 847-982-0800, join the discussion with [ISSA's LinkedIn group](#), and follow ISSA on our [Facebook page](#) and [Twitter account](#).

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