

ICCM Learning Convention and Exhibition 2019

Draft Programme

Monday 23 rd September		Tuesday 24 th September		Wednesday 25 th September	
				09.00	<i>Refreshments in the Exhibition</i>
09.30		09.30	Customer Scorecard Update	09.30	<i>Last Chance to visit the Exhibition & gain ideas for your service</i>
09.45		09.45	<i>Tom Johnson, Trajectory</i>	09.45	
10.00		10.00	The Good Grief Trust	10.00	
10.15		10.15	<i>Linda Magistris</i>	10.15	Screening of the feature documentary
10.30		10.30	<i>Refreshments in the Exhibition</i>	10.30	Dead Good
10.45		10.45		10.45	
11.00	Registration Opens	11.00	Hedgehog Highways	11.00	
11.15	<i>Exhibition Opens</i>	11.15	<i>Hugh Warwick</i>	11.15	
11.30		11.30	The Customer Experience	11.30	Q and A Session with Dead Good
11.45		11.45	<i>James Crossland</i>	11.45	Film Director Rehana Rose
12.00		12.00	National Bereavement Care Pathway	12.00	Close of Convention 2019
12.15		12.15	<i>Marc Harder, SANDS</i>	12.15	<i>Final Lunch</i>
12.30	Lunch	12.30	Lunch		
12.45		12.45			
13.00		13.00			
13.15		13.15			
13.30	Opening of Convention	13.30	Ashes and Memorials Research		
13.45	President's Address	13.45	<i>Dignity</i>		
14.00	ICCM AGM	14.00			
14.15	Arrival of Mat Crawley/Presentation by SOBS	14.15	Funeral experts by experience:		
14.30	The Wigan Deal	14.30	What matters to them?		
14.45	<i>Andy Bond</i>	14.45	<i>Dr Julie Rugg</i>		
15.00	<i>Refreshments in the Exhibition</i>	15.00	Cemetery of the Year Awards		
15.15		15.15	MAB		
15.30	Key Design Elements - Crematoria	15.30	<i>Refreshments in the Exhibition</i>		
15.45	<i>Charles Howlett</i>	15.45	<i>Opportunity to visit the Exhibition</i>		
16.00	What Does 'Good' Look Like	16.00	Competition and Markets		
16.15	<i>Juliet Stephenson</i>	16.15	Authority 'Drop In' on ICCM		
16.30	Memorial Inspections – Stephen Laing	16.30	Reception		
16.45	<i>New Law Book – Charles Ward</i>	16.45			
17.00	<i>Opportunity to visit the Exhibition</i>	17.00			
17.15		17.15			
17.30		17.30			
18.00					
		18.30	<i>Wine Reception</i>		
19.00	<i>Bar Opens</i>	19.00	ICCM Awards		
19.30	<i>Dinner and Quiz</i>		<i>Dinner and Disco</i>		
		00.30	<i>End of evening</i>		

Please note that the programme may be subject to changes beyond the control of the event organisers.