



The Jamaica Customer Service Association

In Collaboration with



THE OFFICE OF THE CABINET
PUBLIC SECTOR
TRANSFORMATION
AND MODERNISATION
Better Services. Better Workforce. Better Institutions.

Office of the Cabinet Public Sector Transformation & Modernisation Division
Service Excellence Conference

“You...Me...We Got the Power of Service Excellence!”

Tuesday, October 5, 2021

Hostess: Mrs. Althea McKenzie, Broadcast Journalist & Educator

Time	Topic	Speaker/Facilitator
9:00	<i>Celebration of Service</i>	<ul style="list-style-type: none"> • Conference Opening Ceremony • Official welcome and acknowledgement of conference delegates and specially invited guests • Customer Service Song Competition Winner
10:00	<i>Opening Address</i> Leveraging the Power of Service Excellence!	The Most Honourable Andrew M. Holness, ON, PC, MP Prime Minister of Jamaica
10:45	COFFEE BREAK & NETWORKING	
11:15	<i>Keynote Address</i> Industry 4.0/5.0 Demand Service Excellence. Are We Seriously Ready?	Dr. Garry Connile , UN Resident Coordinator, Northern Caribbean and Former PM of Haiti
12:00	LUNCH BREAK, NETWORKING & EXPOSITION	
1:00	<i>Customer Service Delight</i>	Team JaCSA
1:15	<i>Panel Discussion</i> Industry 5.0: Implications For Quality of Product, Quality of Service & Quality of Life	<u>Moderator:</u> Dr. Nsombi Jaja, CMC, PMP, SMC, SAMC , JaCSA Chairman, Certified Management Consultant, Certified Dream Builder, Coach and Inspirational Speaker UCC's MBA Team ■ Mr. Bevon King ■ Mrs. Delories Jones ■ Ms. Kayon Roberts
2:05	<i>Powerhouse Forum:</i> Industry 5.0: Implications for the Private Sector, Tourism and Social Enterprise	<u>Moderator:</u> Ms. Carol Rose Brown , Director, Jamaica Centre of Tourism Innovation, Tourism Enhancement Fund <ul style="list-style-type: none"> • Mr. John Byles, Vice-President, Private Sector Organisation of Jamaica and Executive Director, Chukka Caribbean Adventures • Mrs Nicola Madden-Greig, Group Director of Marketing & Sales, The Courtleigh Hospitality Group • Mrs Marlene Street-Forrest, Managing Director, Jamaica Stock Exchange Group
3:00	<i>Closing Address – Day 1</i> The Nexus Between Jamaica & Nigeria: The Service Excellence Pillar	Her Excellency, Ambassador Dr. Maureen P. Tamuno , High Commissioner of Nigeria to Jamaica
3:35	<i>International Customer Service Certification Graduation</i> End of Day 1	<u>MC:</u> Ms. Donnetta Russell , Assistant General Manager, Human Capital Management, National Housing Trust <u>Guest Speaker:</u> Mr. Sam Falletta , Chairman of the Board, Professional Association for Customer Engagement (PACE) USA

DAY 2 – Wednesday, October 6, 2021

Time	Topic	Speaker
9:00	<i>Celebration of Service</i>	<ul style="list-style-type: none"> ● Invocation ● Celebrating Service Excellence
9:15	Creating & Sustaining a National Customer Service Index: Lessons from Singapore	Ms. Neeta Lachmandas , Executive Director, Institute of Service Excellence, Singapore
10:00	ENTERTAINMENT, NETWORKING & EXPOSITION	
10:30	Transforming the Public Sector One Project at a Time	Mrs. Veniece Pottinger-Scott , Director General, Public Sector Transformation & Modernisation Division
10:45	Public Sector Forum: Moving Past the Talk to Practical Action to Transforming the Service Culture in the Public Sector	<p>Public Sector Transformation & Modernisation Division, Office of the Cabinet Moderator: Ms. Taniquea Callam, Modernisation Programme Integrator Best Practices Unleashed:</p> <ul style="list-style-type: none"> ● Mr Everton W. Anderson, Chief Executive Officer, National Health Fund ● Dr. Lanie-Marie Oakley Williams, Senior General Manager, Customer Relations Management, National Housing Trust ● Mr. Andrew Wynter, Chief Executive Officer, Passport Immigration & Citizenship Agency ● Ms. Cheriase Walcott, Chief Executive Officer / Commissioner of Lands, National Land Agency ● Mr. Wayne Jones, Deputy Financial Secretary, O.D., J.P., Ministry of Finance & The Public Service ● Ms. Meris Haughton, Chief Corporate Communications Officer, Tax Administration Jamaica
12:00	LUNCH BREAK, NETWORKING & EXPOSITION	
12:30	Keynote Speaker Sustainable Development Through Excellent Service	Dr. The Hon. Nigel Clarke , DPhil. MP Minister of Finance & the Public Service
1:30	Closing Address: Celebrating the Heart of Service: People-Power & Technology	Ms. Maxine Attong , Author, OD Consultant, Radio Show & PCC Executive Coach
2:15	Closing & Evaluation	Mrs. Sandra Bodden-Reid , JaCSA Board Director, Senior Manager, Customer Care & Engagement, HEART NSTA Trust
2:30 - 4:00	NETWORKING & EXPOSITION	