

CAM's Eighth Annual Conference
The Movers' Edge
Schedule of Events

Monday, November 24, 2003, 9:00 am to 9:00 pm	
09:00 to 09:15	Conference introduction
09:15 to 10:15	Customer Service is a Band-Aid – Service Quality is a Way of Life! Ric Williams , President, Williams and Goffin Consulting Inc.
10:15 to 10:45	COFFEE BREAK
10:45 to 11:15	Business Results through Health and Safety Tom Abercrombie , Senior Prevention Program Specialist, Workplace Safety & Insurance Board
11:15 to 11:45	One Company's View of Moving-Industry Trends Andrew Pierce , National Director, Strategic Alliances, Royal LePage Relocation Services
11:45 to 12:15	An Update to the Government Moving Contract Chantal Charron , Corporate Manager for Household Goods Removals, Department of National Defence
12:15 to 13:45	LUNCH
13:45 to 14:45	Challenges Affecting the Moving Industry Joe Harrison , President, American Moving and Storage Association
14:45 to 15:15	Working with an International Mover Bob Johnson , Vice President & General Manager, TheMIGroup
15:15 to 15:45	COFFEE BREAK
15:45 to 16:30	The Role of the Better Business Bureau Bob Whitelaw , President, Canadian Council of Better Business Bureaus
17:30 to 18:30	Chairman's Reception
18:30 to 21:00	Awards Dinner
	Chairman's remarks – Graham Acreman
	President's remarks – John Levi
	Distinguished Service Award to John Skinner Presented by Michael Johnston
	Founders Award to Clifford Hoyt Presented by Anne Martin
	Innovators Award to Bryan Bennett Presented by John Levi
Tuesday, November 25, 2003, 9:00 am to 3:00 pm	
09:00 to 10:30	One Man's View of the Changing Environment of Business Bill Carr , Journalist and Humourist
10:30 to 11:00	COFFEE BREAK
11:00 to 11:30	Developing Good-Practice Guidelines for the Moving Industry Kernaghan Webb , Senior Legal Policy Advisor and Chief of Research, Office of Consumer Affairs, Industry Canada
11:30 to 12:15	Certified Canadian Mover Program John Levi , President, Canadian Association of Movers
12:15 to 13:15	LUNCH
13:15 to 14:00	Sharing Best Practices for Customer Satisfaction MODERATOR: Larry Rosenberg PARTICIPANTS: Graham Acreman, Denis Frappier, Scott Hickling
14:00 to 15:00	Annual General Meeting