



FUNERAL ASSURANCE & SERVICES Conference 2017

Programme

Theme

*“Building Businesses
And serving
Communities with passion”*



Incorporating

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The ZAFA Executive17



Dr. Solomon Chikanda
ZAFA President

Background

The Zimbabwe Association of Funeral Assurers is a grouping of all funeral assurance companies in Zimbabwe.

The association seeks to encourage high level of corporate governance, ethical and moral practices among its members as well as provision of high quality service to clients.

It also ensures that all members comply with the regulatory requirements as presented by the Insurance and Pensions Commission as well as other regulatory authorities.

Our Mission

To provide timely and high quality service to our members and other stakeholders in the area of funeral assurance and services.

Our Vision

To be a professionally run grouping of funeral assurers and service providers in the country

Our Core Values

Trust, Transparency, Accountability,
Reliability Integrity, Innovation, Empathy

**"TO
TOGETHER
WE
CAN"**

Our Services

- We provide a forum for networking and sharing of ideas for all funeral assurers and service providers in Zimbabwe.
- We create a platform for members to discuss industry best practice for the benefit of members, clients and other stakeholders.
- We provide learning platforms and opportunities for imparting knowledge and skills to funeral assurance executives and employees through arranging appropriate training.
- We ensure that all the membership comply with all regulatory requirements set by the government and other regulatory authorities.
- We also provide an interface between the Funeral Industry players and the public.

- ☑ ***Micro Insurance and Financial Inclusion*** – An opportunity for funeral business in Zimbabwe.
- ☑ ***The social & Emotional Context of a funeral*** – what funeral practitioners need to know
- ☑ ***Exploiting the digital era for business growth*** – A funeral business perspective
- ☑ ***Funeral assurance & Services*** - A view from Bolivia
- ☑ ***Ethics & morality in discharging funeral services*** – How it affects your business
- ☑ ***Combating funeral assurance fraud*** - The role of the assurer
- ☑ ***The future of Business in a Changing World*** – Strategically positioning yourself
- ☑ ***The Psychology of bereavement*** -Creating a social corporate value chain for funeral assurers
- ☑ ***Customer Service & my business*** - The untold story

MASTER OF CEREMONIES ► *Dr. T. P Matsika - PhD*

DAY 1 *Sunday, 30 July 2017*

Time	Activity/Presentation	Resource Person/Presenter
10:00 - 19:00	Arrival of delegates and check inn	Tatenda - ZAFA
19:00 - 22:00	Dinner	Hotel

DAY 2 *Monday, 31 July 2017*

Time	Activity/Presentation	Resource Person/Presenter
06:30 – 08:00	Breakfast	Hotel
08:00 - 08:30	Registration	
08:30 - 08:35	Welcome remarks	Mr Erasmus Chiridza (ZAFA Treasurer)
08:35 - 09:00	Speech from the ZAFA President	Dr Solomon Chikanda (ZAFA President)
09:00 - 09:45	Keynote address	Mr Tendai Karonga Commissioner – Insurance and Pensions Commission
09:45 - 10:00	Questions & discussion	MC

MASTER OF CEREMONIES ► *Dr. T. P Matsika - PhD*

DAY 2 *cnts. Monday, 31 July 2017*

Time	Activity/Presentation	Resource Person/Presenter
10:00 - 10:30	Tea Break	Hotel
10:30 - 11:15	Micro Insurance and Financial Inclusion – An opportunity for funeral business in Zimbabwe.	Mr Pupurai Togarepi Head of Insurance & Pensions – Insurance & Pensions Commission (Zimbabwe)
11:15 – 11:25	Questions & discussion	MC
11:25 – 12:00	The social & Emotional Context of a funeral – what funeral practitioners need to know	Mr Request Machimbira (Zimbabwe)
12:00 – 12:10	Questions & discussion	MC
12:10 – 12:45	Exploiting the digital era for business growth – A funeral business perspective	Mr Kangai Maukazuva (Zimbabwe)
12:45- 12:55	Questions & discussion	MC
12:55 – 13:55	Lunch	Hotel

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DAY 2 *cnts. Monday, 31 July 2017*

Time	Activity/Presentation	Resource Person/Presenter
14:00 – 15:00	<i>Funeral assurance & Services - A view from Bolivia</i>	Mrs Teresa Saavedra De Andrade <i>FIAT – IFTA President (Bolivia)</i>
15:00 – 15:10	<i>Questions & discussion</i>	MC
15:10 – 16:00	<i>Ethics & morality in discharging funeral services – How it affects your business</i>	Mr Sebastian Zuze <i>(Zimbabwe)</i>

DAY 3 *Tuesday, 01 August 2017*

Time	Activity/Presentation	Resource Person/Presenter
06:30 – 08:00	<i>Breakfast</i>	Hotel
09:00 – 09:45	<i>Combating funeral assurance fraud The role of the assurer</i>	Mr Proctor Nyemba <i>(Zimbabwe)</i>
09:45 – 10:00	<i>Questions & discussion</i>	MC
10:00 – 10:30	<i>Tea Break</i>	Hotel
10:30 – 11:15	<i>The future of Business in a Changing World – Strategically positioning yourself</i>	Mr Alex Granger <i>(South Africa)</i>
11:15 – 11:25	<i>Questions & discussion</i>	MC

MASTER OF CEREMONIES ► *Dr. T. P Matsika - PhD*

DAY 3 *cnts. Tuesday, 01 August*

Time	Activity/Presentation	Resource Person/Presenter
11:25 – 12:00	<i>The Psychology of bereavement Creating a social corporate value chain for funeral assurers</i>	<i>Mr Terence Sibanda (Zimbabwe)</i>
12:00 – 12:10	<i>Questions & discussion</i>	<i>MC</i>
12:10 – 13:00	<i>Customer Service & my business The untold story</i>	<i>Ms Violet Soneni Phiri (Zimbabwe)</i>
13:00 – 18:00	<i>Lunch, Recreation & Freshening Up</i>	
18:00 – 22:00	<i>Gala Dinner & Awards</i>	<i>Dress Code: Smart Casual</i>

DAY 4 *Wednesday, 02 August 2017*

Time	Activity/Presentation	Resource Person/Presenter
06:30 – 08:00	<i>Breakfast</i>	<i>Hotel</i>
<i>Check Out & Departure</i>		

***Thank You For Attending Our 2017 Conference
May God Bless you***



Mr Tendai Karonga

Guest of Honor

He is the Commissioner of Insurance & Pensions (IPEC) in Zimbabwe.



Mr Pupurai Togarepi

Topic: Micro Insurance & Financial Inclusion – An opportunity for funeral business in Zimbabwe.

He is the Head of Insurance & Pensions with the Insurance & Pensions Commission, IPEC. He has over 24 years in the insurance industry where he held several senior positions. He is a holder of MBA degree and Dphil research student. Mr Togarepi also holds several qualifications in insurance.



Mrs Teresa Saavedra De Andrade (Bolivia)

Topic: Funeral Assurance & Services – a view from Bolivia

Teresa Saavedra - Andrade is CEO, General Manager and shareholder of PARQUE DE LAS MEMORIAS in the city of Cochabamba, Bolivia. She has worked in the field of cemetery management for 28 years – holding different executive positions.

PARQUE DE LAS MEMORIAS to date is recognized as the first private garden cemetery of the country, it also obtained the highest degree of recognition of local government when it was declared a MERITORY INSTITUTION for its contribution to the community. It has received awards from the Municipality for its infrastructure and architecture. The company holds membership in ALPAR, FIAT-IFTA, ICCFA and NFDA.

Mrs. Saavedra - Andrade is a pivotal part of the private sector landscape in her home country, and belongs to several local and national organizations like the Chamber of Commerce and National Federation of Private Entities.

Teresa served for two years as member of the ALPAR BOARD. After this period, she was the first woman to be elected President of ALPAR, the Latin American Association of Cemeteries and Funeral Services in 2009 during the ALPAR General Assembly held within the NFDA in Boston, United States. She was then re elected for President in three consecutive periods; this is her fourth, two-year term as President of ALPAR..

In June 2010 in Beijing, China she was elected as 3rd Vice-President of FIAT IFTA, the World Organization in Funeral Operatives. Furthermore, in June 2012 in Dublin, Ireland she was elected as 2nd Vice-President and in Dusseldorf, Germany 2014 she became the 1st Vice President. In 2016 in Montreal, Canada, Teresa assumed the Presidency of FIAT IFTA. Teresa also represents Latin America in the International Council of Direction, FIAT-IFTA.

Her professional interests, as regarding her role in high level management positions and her role as stake and shareholder and community leader are varied, from motivational techniques in sales, incentive schematics and practices, corporate social responsibility and Funeral Heritage. Teresa is very much involved in the relationship of ALPAR with FIAT IFTA's Funeral Heritage Steering Committee and this committee with the UNESCO. Furthermore, she is also involved in consolidating the relationship of FIAT IFTA with the UNITED NATIONS/ECOSOC.

Teresa continuously attends conventions, workshops, forums, and trainings. Teresa has enjoyed being a guest speaker in AFE, TANEXPO, BEFA, ICCFA, AFDA, NFDA; she has also written articles and editorials for different magazines.

Teresa Saavedra

BS-Bussiness, MBA-Operations,

Minor in Commercial Management in Funeral Operatives.

Bolivian national, lived and did part of her studies in the United States (14 years)

Married for 37 years to Ramiro Andrade and has 3 sons: Daniel, Mauricio, Nicolas.



Mr Kangai Maukazuva (Zimbabwe)

Topic: Exploiting the digital era for business growth – A funeral business perspective

Kangai is a Telecoms, Media and Technologies (TMT) executive with over 24 years of experience. He is currently the Chief Operating Officer and Chief Technology Officer of Alpha Media Holdings which specializes in delivering content products on print and digital platforms. He joined Alpha Media in April 2013 as CTO and in December 2013, he became the Chief Operating Officer in charge of both technology and business strategy. In addition to this role, he was appointed the Group Technology Director responsible for the media group comprising of Alpha Media and Mail & Guardian (South Africa) between 2015 and 2016.

Between 1998 and 2008 Kangai worked for Econet Wireless with assignments to projects in countries like Burundi and Lesotho in addition to Zimbabwe. During his career with Econet, he was appointed in various positions starting with Network Executive in 1998, Platforms Engineer in 2000, and Technical & Support Manager 2002 and was appointed Head of Information Technology Operations in 2005. He also worked as the Head of Innovation for Econet Services in 2012.

Kangai was also the Managing Director of Spiritage Valley Tech between 2009 and 2011 and was non-executive director for e-Transact Zimbabwe during the same period. Before returning to join Econet in 2012, he was working with MIDS Consulting in U.A.E as Business Development Director responsible for the U.A.E and Middle East markets specialising in ICT and Telecoms solutions.

Between 1993 and 1998, Kangai worked for the University of Zimbabwe IT, Star Mutual and Eastern Highlands PL.

Kangai is certified in the Governance of Information Technology by ISACA (USA). He holds an Executive MBA from Africa University, a Post Graduate Diploma in Management for Executives from University of Zimbabwe, and IT qualifications. He is currently studying towards a Master's degree in Business Intelligence with Mt Camel Institute.



Mr Alex Granger (South Africa)

Topic: The Future of Business in a changing world – Strategically positioning yourself

Fondly known as the "Exceptional One", Alex Granger is a GlobalBusiness Speaker, Author, and the Founder and CEO of The Possibility of YOU (Pty) Ltd. and also CEO of Metro Conference Centre in Morningside, Sandton, a niche development firm, specialising in bespoke business intervention programs, mentorship, and coaching programs that assist in improving businesses and individuals become more successful and create high impact.

Alex has delivered keynote presentations to thousands of delegates internationally ,inspiring ordinary individuals to accomplish their goals and dreams. He is considered to be a think shifter, inspirer, helping businesses and individuals to adopt a new, more meaningful and purposeful vision. Alex is a key resource for conferences, strategic sessions, personal development and business interventions, with his key competency lying in shifting mindset, presenting new insights, and diffusing complexity. He qualified in Executive Leadership (ELDP) from the Gordon's Institute of Business Science with a distinction in Leadership, and has been fortunate to work in executive and senior leadership positions for blue chip companies such as the Bidvest Group, Imperial Group, Standard Bank, Altech Group, G4S Secure Solutions, and Tsogo Sun. As part of his journey, some of the insights Alex has learnt over his 25 year career and shares with his audiences can be found in three books that he penned.

- 1. "FIND KEEP GROW: The Radical Art of Sales"**
- 2. "The Possibility of YOU: What Shapes You?"**
- 3. "Expert Mavericks: Journeys To Success" (Amazon Best Seller)**



Mr Sebastian Zuze (Zimbabwe)

Topic: Ethics & morality in discharging funeral Services – How it affects your business.

Sebastian Zuze is currently the Certification Services Director for Zimbabwe's National Standards Body (SAZ). Sebastian works collaboratively with a variety of businesses, government, churches and the independent sector. Sebastian has leadership and practice skills in the design, validation and delivery of a range of Corporate Leadership and Strategy courses and programmes to meet a variety of stakeholder varying needs. He is also a high profile motivational speaker, has a range of presentations and has presented at both national and international level.

Sebastian is a holder of a Master's in Business Leadership (MBL) ,from the University of South Africa (UNISA) and a holder of a Bachelor of Applied Sciences, BSc (Honours), in Applied Chemistry from the National University of Science and Technology (NUST), Zimbabwe. He is currently doing a Doctorate in Business Leadership (PhD) with the Tufts University, Minnesota, USA. Sebastian is a Member of the Institute of Directors of Zimbabwe (IODZ) and a member of the Institute of Project Managers of Zimbabwe (IPMZ).

He is also a part-time lecturer at the University of Zimbabwe (UZ), a part-time lecturer at the Catholic University of Zimbabwe (CUZ) where he teaches final year undergraduate students a programme designed and delivered in conjunction with the Tufts University, Minnesota, USA. The programme "Fail safe business leadership skills development programme" is also now being offered to companies who want to develop the leadership skills of their most valuable asset, the human resource



Ms Violet Soneni Phiri (Zimbabwe)

Topic – Customer Service & my business – the untold story

Pursuing excellence is her passion, a highly motivated and self driven individual who also excels in teams. A marketer by profession, having attained a postgraduate degree (BPhil) with I.M.M(S.A), Violet's work experience is in the financial services sector. It is here that her talent in Service delivery and Business Development was nurtured. She began her career with Barclays Bank International. Her leadership skills saw her head a Total Quality Management bank initiative which was adopted by the bank as part of their re-engineering program in 1999. She went on to join NMB BANK Bulawayo as Assistant Branch Manager. Her record in Business Development that saw the growth of Retail banking of the branch, remains unmatched.

Her work ethic and drive saw her being head hunted by a financial institution to pioneer and head their Private Banking unit in Bulawayo. Violet's career in the financial services sector spawned 10 years with five of these years being at management level.

Violet is a ZIMHOST trained customer services champion. She is also a certified Professional Image consultant through Image Dynamics. Violet pioneered Constant Change Consultants in 2010. Constant Change is an institution that seeks to advance the agenda for service excellence in the corporate world.

Violet is the current Customer Care Contact Centre's (CCAZ) reigning Customer Service Professional of the Year. She was subsequently elected a committee member on the CCAZ Board. She is a speaker par excellence. Her major speaking engagements have been at Solusi University, Celebration Church, Woman Excel, and at Customer Contact Centre of Zimbabwe.



Mr Proctor Nyemba (Zimbabwe)

Topic: Combating funeral assurance fraud – The role of the assurer

Proctor is a White Collar Criminologist, Forensic Audit Expert, Forensic Accounting, Forensic Investigator, Forensic Interviewer, White Collar Criminologist, Fraud Examination Guru, Business Intelligence Think Tanker, Due Diligence Expert, Lecturer, Domestic and International Investigator for Fraud and Expert Witness in Testifying Employee White Collar Crime, Business Valuation and Litigation Supporting matters.

Proctor is an internationally recognized public speaker, having lectured on topics involving fraud and its detection to auditors, investigators and attorneys. Proctor works as a consultant and expert witness for major corporations, law firms, law enforcement and governmental agencies on cases involving allegations of fraud, corruption and misrepresentation.

Proctor is the Chairman of Crime Consultative Committee of CID Serious Fraud at National level

Proctor has developed two Diplomas;

- ***Diploma in Forensic Accounting –Chartered Institute of Secretaries(CIS)***
- ***Diploma in Forensic Accountng & Fraud Examination – SAAAA***

Proctor is frequently quoted in major news. He has got 15 years' experience in the field. He works with investors, shareholders, boards of directors, lawyers, audit & human resources committees, senior managers, internal audit, human resources risk and loss control departments in the private and not-for-profit sectors to help them adopt best practice in governance and assurance and to manage risk to improve business performance.

He is a licenced Private Investigator by the Government of Zimbabwe, And Holder of the following :

- *Msc Forensic Accounting & Fraud Examination*
- *MAFF: Master Analyst in Financial Forensics*
- *Licensed Private Investigator*
- *Certified Fraud Examiner*
- *Certified Forensic Accounting Professional*
- *Registered Forensic Auditor*
- *Certified Board Advisor*
- *Certified Internal Control Professional*
- *Certified Professional Forensic Accountant ,*
- *Certified Internal Control Auditor*
- *Forensic Practitioner Leadership*
- *Chartered Manager*
- *Certified Forensic Interviewer*
- *Diploma in Security and Risk Management*
- *Commissioner of Oaths*

- *Proctor Nyemba –Executive Director -African Association of Financial Forensic Analysts (AAFFA) ,*
- *The Chairman of Internal Control Institute –Africa Lead Partner of Proctor Forensic Investigators*
- *Committee Member –Institute Of Cooperate Governance Zimbabwe*
- *Sub-Committee Member of –Chartered Institute of Project Managers*



Mr Request Machimbira (Zimbabwe)

Topic : The social and emotional context of a funeral – What funeral practitioners need to know

Request is a specialist in strategy and human resources development as well as keen social researcher. He has consulted extensively in Zimbabwe, Namibia and Tanzania. He has facilitated on balances scorecard performance management system implementation, Human capital audits, Management and supervisory development programs in various organisations.

Request is the Group Chief Executive Officer of Proficiency Consulting Group International, a consultancy company based in Harare, Zimbabwe. He is a certified Life Coach and Executive coach of the year 2016.

He holds the following qualifications:

- *MSc in Strategic Management,*
- *BSc in Sociology,*
- *Post graduate diploma in law, conciliation & arbitration*
- *Human Resources and Labour qualifications*



Mr Terence Sibanda (Zimbabwe)

Topic: The Psychology of bereavement – Creating a social corporate value chain for funeral assurers

Sibanda Theresi is a family man, with a passion for positive psychology and currently undertaking research for Master of Science in Community Psychology dissertation focusing on social capital and its relation to mental health at community level. A promoter of workplace wellness, trainer and a member of the Zimbabwe Psychological Association.

The current ZAHA Executive led by Dr Solomon Chikanda, the CEO of Vineyard Funeral Assurance



Dr Solomon Chikanda
President



Mr Gavin A Katunga
1st Vice President



Mr Arthur Mukasi
2nd Vice President



Mrs Viola Gozho
Secretary General



Mr Erasmus Chiridza
Treasurer



Ms Loice Kunyongana
Committee Member



Mr Webster Chikengezha
Committee Member



Ms Juliet Zimbati
Committee Member



our members



www.zafa.org.zw

“ Together we can ”

Office

240 Samora Machel Avenue,
Belvedere, Harare

+263 4 741 670 / 740 703

+263 772 214 117 / +263 776 986 547

zafaoffice@gmail.com / info@zafa.org.zw

