ICX
INSTITUTE OF CUSTOMER EXPERIENCE

AFRICA'S ANNUAL CUSTOMER EXPERIENCE CONFERENCE 2026

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EXPERIENCE MANAGEMENT: POWERING THE NEXT FRONTIER OF SERVICE EXCELLENCE

Dates: 15th - 17th April 2026 (3 - Days)
Venue: Diamonds Leisure Beach & Golf Resort, Diani







ABOUT THE CONFERENCE

The Africa Annual Customer Experience Conference, hosted by ICX, has successfully run for several years and proudly marks its 7th Edition this year. As we continue to champion Customer Experience excellence across Africa, this year's conference is anchored on the theme "Experience Management: The Next Frontier of Service Excellence."

This Conference is the region's premier gathering of industry leaders, innovators, and professionals committed to elevating customer experiences. With participants from diverse industries across Africa, this year's conference will leverage experience management, shape meaningful customer centric experiences that drive sustainable growth.

AGENDA OVERVIEW



Day 1

Keynote Speeches, CEO Panel, and Discussions



Day 2

Workshops and Breakout Sessions



Day 3

CX Panels, Motivational Speaker, and Excursion

AFRICA'S ANNUAL CUSTOMER EXPERIENCE CONFERENCE 2026: SPEAKERS 2026



Hon. Geoffrey Ruku
CS Public Service

Chief Guest



HE. Fatuma Achani -
Governor, Kwale County

Host



Prof. Nura Mohamed
DG, Kenya School of Government



Joseph Choge
Chairman, ICX Kenya, Board of Directors



Dr. Toseef Din
CEO, MP Shah Hospital



Stephen Lokonyo
CEO, First Assurance Ltd



Nancy Njau
CEO, Family bank



Saluja Indresh
Founder Xto20X, Ex-COO Acorn Holdings



Diane Korir
Director CX, Marketing & Branding – Britam



Akshay Shah
Chief Technology Officer, Ajua



Kpunsa Mbinkar
Founder & Director Africa CX Leaders Forum



Khwathelani Tshikovhi
Head of Santam Experience & Client Care at Santam Group, South Africa



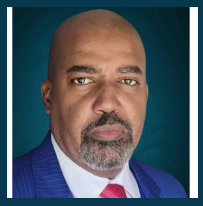
Stefan Osthaus,
President & Founder, The Customer Institute



Dr. Lucy Kiruthu,
Faculty Member - The CX Academy Africa



Rosebella Abok
Global CX Expert



Eddy Kimani
Mental Wellness Speaker



Rebekah Zadok Mugisha
Co-Founder & Lead Consultant | Malaika Path Services



Alma Olela
Head of CX, Jubilee Health,



Carolyne Gathuru
Managing Director - LifeSkills Consulting



Anne Peace Alwala
Vice President, Global Service Delivery, Sama



Sheila Mugusia
Board Director, ICX Kenya



Richie Sobayeni,
Board Director, ICX Kenya



Wavi Mungala
Board Director, ICX Kenya | Founder & Convener, The CX Possibilitarians Group



Paul Kitemu
Faculty Member - The CX Academy Africa



Njuguna Mburu,
Board Director, ICX Kenya



Yafesi Musoke
Event MC

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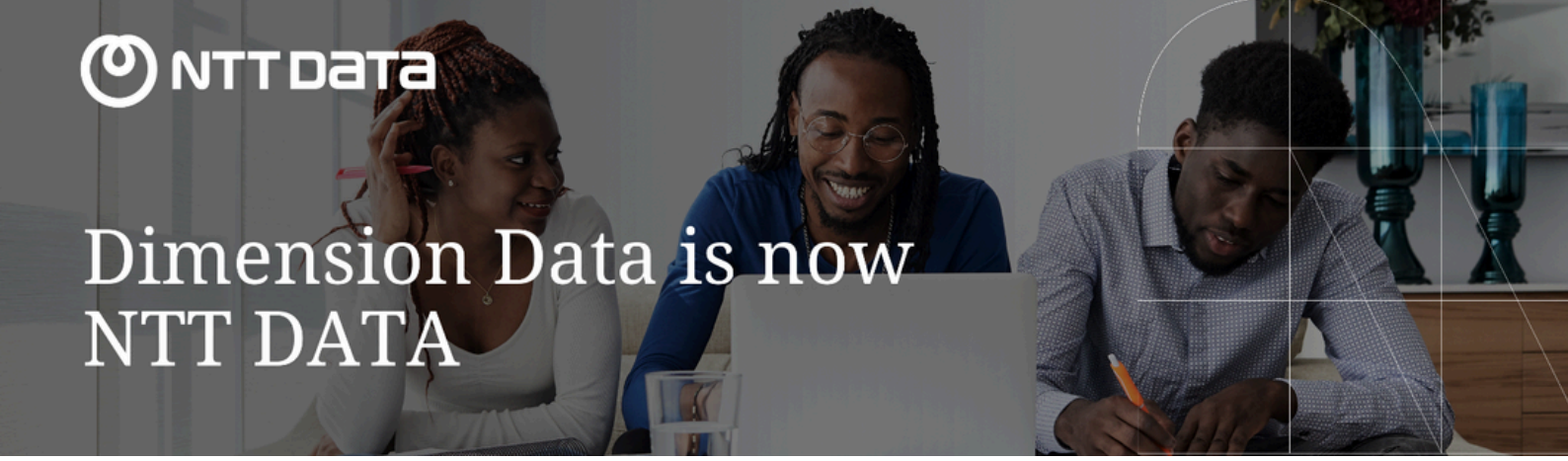
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OUR EXHIBITORS

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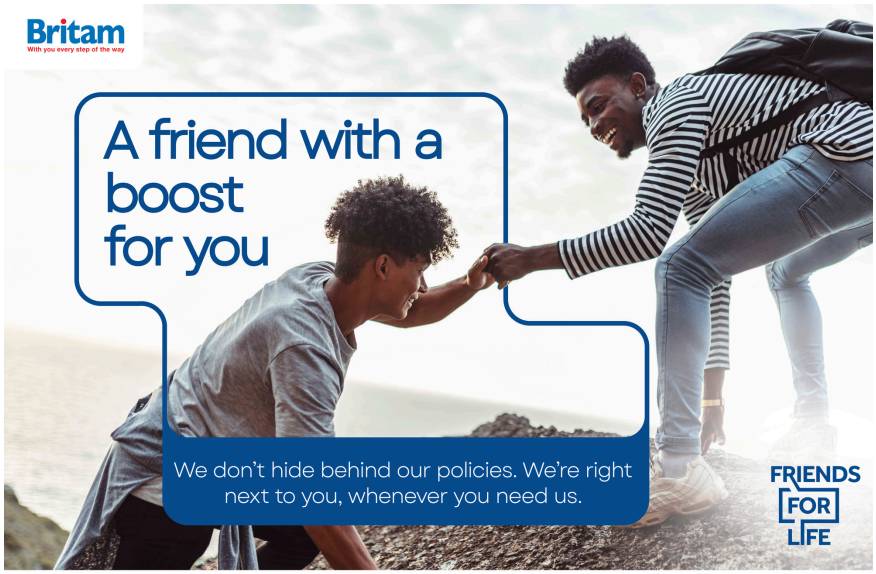
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For more information visit www.ca.go.ke

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→Enter phone number + amount
→ Enter M-PESA PIN.

3. Loanee Self-Serve Portal

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→ Self-serve
→ Loan Repayment → Enter amount
→ Choose preferred payment option
→ Confirm via payment.

4. Diaspora Options

→ Visit Sendwave or WorldRemit
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AFRICA'S ANNUAL CUSTOMER EXPERIENCE CONFERENCE 2026

DATE: 17TH APRIL 2026

DAY 3 DRESS CODE THEME:

Floral or a Summer Vibe







Contact details:
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www.icxkenya.co.ke

ICX
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ABOUT ICX KENYA

ICX Kenya is the authoritative voice of Customer Service in Kenya, fostering excellence and professionalism in customer experience. Join our mission to redefine CX standards across the region. ICX Kenya's objectives are anchored on four key pillars:

01. Thought Leadership
02. Membership Development
03. Advocacy
04. Recognition & Awards











CONTACT INFORMATION

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