



IQA 2023 Agenda

Monday, October 2

2:30 – 5:00 p.m.	Conference registration open
5:00 – 7:00 p.m.	Welcome Cocktail Reception Marriott Boston Long Wharf Harbor View Ballroom

Tuesday, October 3

8:00 – 9:00 a.m.	Registration opens
8:00 – 9:00 a.m.	Breakfast
9:00 – 9:15 a.m.	Day 1 welcome address Ashley Deveny, Chief Market Officer – Athenium Analytics
9:15 – 10:00 a.m.	Presentation: Quality assurance is needed more than ever: economic uncertainty & the growing role of QA Jordan Foley, President – Athenium Analytics
10:00 – 10:45 a.m.	Fireside Chat: Going beyond the buzz: with predictive analytics, AI & machine learning, what's really going to impact carriers? Dr. Ellen Cousins, Chief Innovation Officer & Lindsay Gray, Chief Product Officer – Athenium Analytics
10:45 – 11:15 a.m.	Coffee & networking break
11:15 – 12:00 p.m.	<div> Fireside Chat: QA in an era of increasing climate risk Charlie Sidoti, Executive Director – InnSure Daniel Robosky, Principal – Robosky Consulting Lindsay Gray, Chief Product Officer – Athenium Analytics </div> <div> Workshop: Powering QA analytics for UW organizations: 5 key strategies for success Todd Firth, Customer Success Manager – Athenium Analytics Gail Matteson, UW Quality Consulting Director – CNA </div>
12:00 – 1:15 p.m.	Networking Lunch
1:15 – 2:00 p.m.	Presentation: Building QA from 'scratch' from a new company perspective Justin Gress, Chief Operations Officer – Vantage Risk
2:00 – 2:45 p.m.	Panel: Elevating QA & amplifying audit insights Doug Reiners, QA Compliance Business Analyst – American Family Tim Fenlon, Claims Quality Assurance Leader – Westfield Carrie Higgins, AVP, Corporate Underwriting – Everest Re Josh Watkinson, Sr. Director Program Management – Athenium Analytics
2:45 – 3:00 p.m.	Networking & coffee break
3:00 – 3:45 p.m.	Regulatory & Compliance Panel: How QA programs can adapt and thrive in changing environments D.J. Bettencourt, Commissioner – NH Insurance Department Jared Kosky, Deputy Commissioner – CT Insurance Department Geoff Moore, Sr. Customer Success Manager – Athenium Analytics
3:45 – 5:00 p.m.	Presentation: QA talent landscape & the churn challenge: retaining institutional knowledge & attracting the next generation Tony Canas, Chief Motivational Officer – Insurance Nerds
6:00 – 8:30 p.m.	Athenium's IQA Oktoberfest @ Sam Adams Downtown Tap Room



Wednesday, October 4

8:00 – 9:00 a.m.	Registration opens
8:00 – 9:00 a.m.	Breakfast
9:00 – 9:15 a.m.	Day 2 welcome address Jordan Foley, President – Athenium Analytics
9:15 – 10:00 a.m.	Panel: People, practices & platforms: the quality assurance trifecta Matt Owen, Global Head of Claims QA, Governance & Training – AIG Daniel Garrison, VP, Quality Improvement, GRM U.S. Claims – Liberty Mutual Tom Delac, Underwriting Practices Leader – Westfield Tracey Kamenash, AVP Middle & Large Commercial Underwriting – The Hartford Ashley Deveny – Chief Market Officer – Athenium Analytics
10:15 – 11:00 a.m.	<div> Workshop: Powering QA analytics for claims organizations: 5 key strategies for success Terri Boyd, Customer Success Manager – Athenium Analytics Ashaar Zafar, Customer Success Manager – Athenium Analytics </div> <div> Fireside Chat: Package policies – solutions for increased productivity and a more complete underwriting quality review Carrie Higgins, AVP, Corporate Underwriting – Everest Re Geoff Moore, Sr. Customer Success Manager – Athenium Analytics </div>
11:00 – 11:15 a.m.	Coffee & networking break
11:15 – 12:00 p.m.	Panel: The executive perspective: internal stakeholders & strategic alignment for QA Justin Gress, Chief Operations Officer – Vantage Risk Grace Hanson, Principal – Seagull Cognition LLC Jordan Foley, President – Athenium Analytics
12:00 – 1:15 p.m.	Networking Lunch
1:15 – 2:00 p.m.	Presentation: Cutting through the noise – why less is more when it comes to questionnaires Julie Markert, Sr. Director Customer Success – Athenium Analytics
2:00 – 2:30 p.m.	Networking & coffee break
2:30 – 3:30 p.m.	Workshop: Best practices in QA: evolution or revolution? Christina Guzman, Sr. Director Customer Success – Athenium Analytics
3:30 – 4:15 p.m.	Presentation: Looking to the future – how QA can cultivate a culture focused on quality, innovation & partnership Carly Burnham, Co-Founder & Advisory Board Member – Insurance Nerds
4:15 – 4:30 p.m.	Conference wrap-up & close

Thursday, October 5

8:00 – 9:00 a.m.	Breakfast
9:00 – 10:30 a.m.	teamthink: new features focus group
9:00– 12:00 p.m.	Strategic planning, customer success meetings & demos Please reach out to your Customer Success Manager or Sales Rep to schedule
10:30 – 12:00 p.m.	Admin & author training
12:00– 1:00 p.m.	Lunch