



CPD Certificate

ICG Webinar

Customer Journey Mapping – A Beginners Guide

Thursday 20th October 2016

Jane Woolley, Customer Insight Resources
Alvin Jackson, Spectrum CX

This event qualifies for 1 hour of Formal Training as defined in the MRS programme for Continuous Professional Development

Benchmark Standards 1 2 3 4 5 6 7 8 9 10 11 12

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