



# THE LEAN JOURNEY TO OPERATIONAL EXCELLENCE

27<sup>TH</sup> INTERNATIONAL 20 KEYS CONFERENCE  
BULGARIA  
21<sup>TH</sup> - 24<sup>TH</sup> OF OCTOBER 2019



The annual 20 Keys ® conference is one of the most significant events dedicated to Lean transformation and KAIZEN, which gathers experts, managers, and consultants from all over the world.

The 27th International 20 Keys® Conference promises a 4-day unique experience with success stories of leading Bulgarian and international companies, 5 hours of exciting content with 8+ world-class lecturers, and visits to companies in Bulgaria with leading lean practices.

Special guest of the event will be Dr. Yoshi Kobayashi – President of PDI, a leading Lean consultant, and owner of the 20 Keys® methodology!

Learn more about 20 Keys ®, discover the future trends and learn how to achieve higher efficiency from the world leaders: Daimler, Siemens, Coca Cola, Sensata Technologies, Lufthansa Technik and many more.

**More than 150 high level participants from leading Bulgarian and international companies**

**Opportunity to meet new people, who are also interested in World Class LEAN practices**

**Study Tours in factories of local and international companies like Coca-Cola, Lufthansa Technik, Sensata Technologies**

**NEXT CONSULT LTD.**

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# 27<sup>TH</sup> INTERNATIONAL 20 KEYS CONFERENCE BULGARIA

## Organizer

Organizer of the 20 Keys International Conference and Study Tour 2019 is Next Consult Ltd., together with PPORF Development Institute Inc. - Japan and Organisation Development International (ODI) - South Africa.

The 20 Keys International Conference and Study Tour 2019 will take place in Bulgaria. The event will have two major types of activities – one-day Conference (on 22<sup>nd</sup> of October) and Study Tour Visits (between 21 and 24 of October) in manufacturing plants Lufthansa Technik, Rollplast, Coca-Cola HBC Bulgaria, SENSATA Technologies Bulgaria, and HL- TopMix where the tour participants will be able to exchange ideas, experience and know-how with well-established and prominent enterprises.

## Registration

All participants are required to register and provide details for flights, food preferences, etc.

Online registration is available at <http://forms.gle/bmFjouq4kPadykDv8>

For any questions about the conference organization please contact the organizing committee by email: [emil.vuchkov@next-consult.com](mailto:emil.vuchkov@next-consult.com)

Registration Fee:	All prices are in EURO exclusive of VAT
	For the Entire Study Tour incl. the Conference Day (21-24 of October 2019)
Regular participant	<b>1'300</b>

**The registration fee for the Entire Study Tour incl. the Conference Day includes:**

- Official Dinner on 20th of October,
- Admission to all factory site visits during the Study Tour
- Transportation from/to hotels and factories within the Study Tour
- 1 (one) Conference Pass for the Conference on 22nd of October in Sofia
- Conference materials
- Welcome reception, coffee breaks, lunch on all days during the Study Tour and the Conference Day,
- Accommodation for one person for 4 nights in 5\*\*\*\*\* Hotel (breakfast, fitness, free Internet in the room) for the 20<sup>th</sup>, 21<sup>st</sup>, 22<sup>nd</sup> and on 24<sup>th</sup> of October in Sofia
- 1 (one) night in 3\*\*\* Hotel in Starosel (Wine tour, dinner and breakfast included) during the Study Tour factory visits
- Sightseeing tour with guide in the [Old Town of Plovdiv](#) (the town was selected for [European Capital of Culture](#) for 2019)
- Translation in English during the Study Tour and Conference day.

# 27<sup>TH</sup> INTERNATIONAL 20 KEYS CONFERENCE BULGARIA

## Payment:

- Please note that in case we do not receive the fee until September 30, 2019, your registration will NOT be considered as valid anymore.
- All payments should be made in euro (EUR) and all bank fees shall be for the account of the participant.
- Payments can only be made via bank transfer to the following bank account:

NEXT CONSULT LTD.

IBAN:

BG70UNCR70001520458290

BIC: UNCRBGSF

UniCredit Bulbank

7 Sveta Nedelya Sq.

1000 Sofia

Bulgaria

Fax. +3592/988 4636

SWIFT (BIC): UNCRBGSF

- Once we receive your payment, we will send you by email within 7 working days the official invoice (receipt).

## Cancellation policy:

- A 100% refund will be issued for cancellations received on or before 15 August 2019.
- A 50% refund will be issued for cancellations received on or before 15 September 2019.
- A 30% refund will be issued for cancellations received on or before 30 September 2019.
- No refunds will be issued for cancellations received after 1 October 2019.
- All cancellations / requests for transfer should be sent to Mr. Emil Vuchkov at [emil.vuchkov@next-consult.com](mailto:emil.vuchkov@next-consult.com) no later than the stated deadlines.
- Refunds can only be made by bank transfer with all banking fees carried by the participant.

# Conference Information

## Conference Venue

The 20Keys Conference will be held in Sofia Hotel Balkan, a 5\*\*\*\*\* hotel located in Sofia, (<https://www.marriott.com/hotels/event-planning/>).

The conference facilities include a modern conference hall for up to 200 participants that will assure maximum comfort for the attendees. Sofia Hotel Balkan is located at the political, historical and administrative center of the city of Sofia.



## Organizing Committee

Responsible for the organization of the event on behalf of Next Consult is Mr. Emil Vuchkov who is one of the partners of the company. For questions regarding the Study Mission schedule and Conference organization you may contact him by email: [emil.vuchkov@next-consult.com](mailto:emil.vuchkov@next-consult.com) or, in urgent cases, contact him directly on his mobile phone +359 885 917 738.

## Accommodation

Within the registration fee for the Entire Study Tour incl. the Conference Day, the conference organizers have arranged for hotel accommodation at preferential prices at the "Hotel Balkan" in the center of the city.

The registration fee for the Entire Study Tour incl. the Conference Day covers:

- 4 nights in a single room,
- breakfast,
- fitness,
- free Internet in the room.



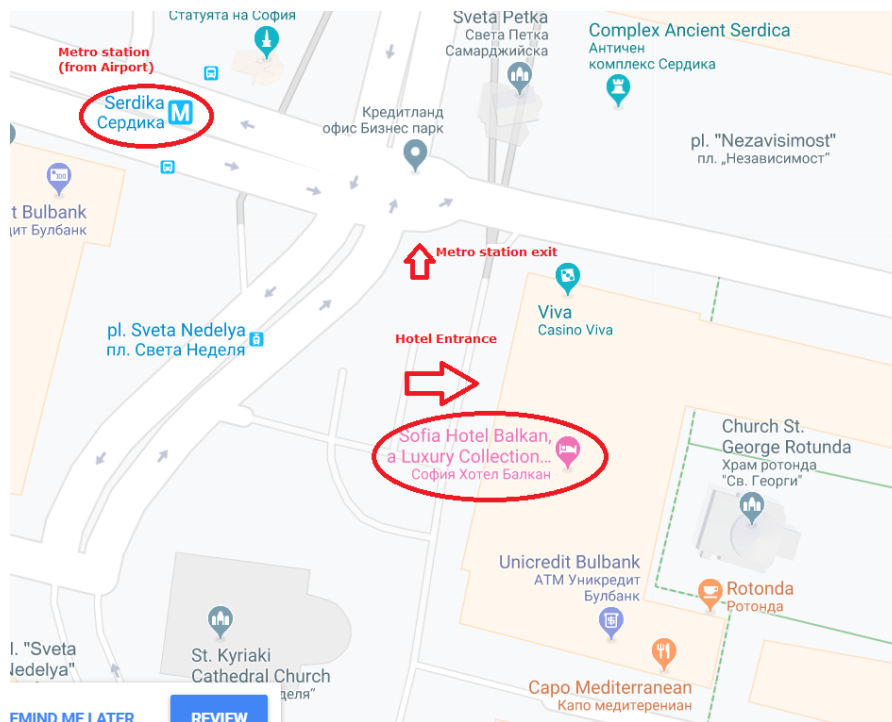
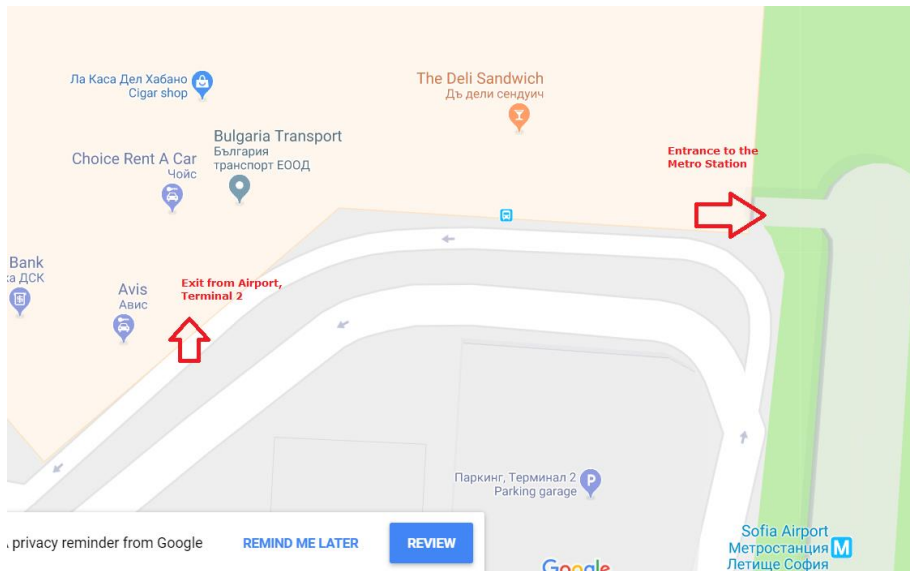
Hotel Balkan is in the city center and is ideally situated for you to enjoy the culinary delights of numerous bars and restaurants a short walk away, should you wish to arrive in advance of the conference, or perhaps stay on to absorb the atmosphere and explore this historic and magical city. You may find more information about the hotel (<https://www.marriott.com/hotels/travel/soflc-sofia-hotel-balkan>) In case you are arriving in advance of the announced start date of the event or staying after the end date, please get in contact with the event organizers in order to book additional nights at the preferential prices arranged for the Conference and Study Tour guests. Please note that the hotel may charge fees for late cancellation and that registration with the conference implies NO free cancellation for accommodation.

Conference guests can also book their stay at another hotel individually, if they wish to do so.

# 27<sup>TH</sup> INTERNATIONAL 20 KEYS CONFERENCE BULGARIA

## Getting from Airport to the Hotel

The best way to reach the hotel from the airport is via Metro. There is a metro station just at the airport, Terminal 2, where you can travel directly to Serdika Station, where the hotel is located. The trip takes around 20 minutes. One-way ticket is 1.60 BGN (0.80 EUR). Tickets can be bought at the metro station. You can have a look at the maps below if you prefer to use this way:



Alternatively, you can take a taxi from the airport. It costs around 6-8 EUR. There is a desk at the airport of **OK Supertrans**, where you can book your taxi. **NOTE: This is the only company authorized to transfer passengers from the airport, so do not take other companies, or taxis, there are some people that will offer you taxi at arrival, but you could be charged a lot.**

# 27<sup>TH</sup> INTERNATIONAL 20 KEYS CONFERENCE BULGARIA

## Study Tour Schedule

Date		h	Information
20-Oct	Sunday	14:30	20 Keys International Partners meeting
		20:00	Welcome dinner
21-Oct	Monday	08:00	Travelling from Hotel Balkan to Lufthansa Technik Sofia
		08:30	Factory Tour 1 ( <a href="#">Lufthansa Technik Sofia</a> )
		12:00	Lunch
		13:00	Travelling from Lufthansa Technik to Kostinbrod
		14:00	Factory Tour 2 ( <a href="#">Rollplast</a> )
		18:00	Arrival at Sofia, free time
22-Oct	Tuesday	09:00	20 KEYS® INTERNATIONAL CONFERENCE
		13:30	
		13:30	Travelling from Hotel Balkan Sofia to Kostinbrod
		14:00	Factory Tour 3 ( <a href="#">Coca-Cola HBC</a> )
		17:00	Arrival to Sofia, free time
23-Oct	Wednesday	8:00	Travelling from Sofia to Plovdiv (Old City Sightseeing)
		13:00	Factory Tour 4 ( <a href="#">SENSATA Technologies Bulgaria</a> )
		16:00	Travelling from Plovdiv to Starosel
		19:00	Wine Tour and dinner
24-Oct	Thursday	08:00	Travelling from Starosel to Sliven
		10:00	Factory Tour 5 ( <a href="#">HL-TopMix</a> )
		12:00	Lunch
		13:00	Travelling back to Sofia
		17:30	End of the official program of the 20Keys Mission Tour

## Information about the companies within the Study Tour

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### Rollplast

**Country:** Bulgaria

**Address:** Kostinbrod



Rollplast was established 19 years ago and is one of the largest manufacturers of doors, windows, blinds, and facades in Southeastern Europe. With the expansion of its business, Rollplast was looking for a way to boost production efficiency and quality, that is why they turned to Next Consult. Rollplast's 20 Keys ® program began in 2015. After the implementation of the first 3 of 20 Keys ®, the company reported a 30% increase in productivity and people turnover decrease by 50%.

### Coca-Cola HBC

**Country:** Bulgaria

**Address:** Kostinbrod



Coca-Cola Hellenic Bottling Company is one of the leading bottlers of The Coca-Cola Company brands. It has 2 production centers in total in Bulgaria, one of which for bottling of soft drinks in Kostinbrod, which will be part of the company tours of the 27th International 20 Keys ® conference. Learn how the company has grown to become the leading European production center of the worldwide brand thanks to Lean transformation.

### Sensata Technologies Bulgaria

**Country:** Bulgaria

**Address:** Sofia



Sensata Technologies is a global industrial technology company, a leader in the development, manufacture and sale of sensors and controls for mission critical applications that improve safety, efficiency and comfort for millions of people every day. Sensata Technologies Bulgaria, known as Sensor-NITE Industrial until march 2015, was established in 2005 with headquarters in Sofia. The firm offers high temperature sensors. Sensor-Nite Belgium, which was acquired by Belgian contract electronic manufacturer EPIQ in 2001, set foot on the Bulgarian market in 2002 when the pilot production was relocated from Belgium to EPIQ Bulgaria. In 2016, Sensata opened a second production facility in the town of Plovdiv, where now more than 500 people are employed, and which will be hosting the 20 Keys ® study tour this year.

# 27<sup>TH</sup> INTERNATIONAL 20 KEYS CONFERENCE BULGARIA

## Lufthansa Technik Sofia

**Country:** Bulgaria

**Address:** Sofia Airport



Lufthansa Technik Sofia (LTSF) is a joint venture between Lufthansa Technik AG and the Bulgarian Aviation Group. The Bulgarian company specialized in maintenance, repair and overhaul (MRO) of narrow-track aircraft. Lufthansa Technik Sofia is the fifth base in the Lufthansa Technik Group, specialized in the overhaul of small and medium-sized aircraft in Europe. Thanks to the introduction of liner practices, today the company is established in the market, offering excellent quality and competitive conditions, and serves customers from Europe and the USA.

## HL-TopMix

**Country:** Bulgaria

**Address:** Sliven



HL-TopMix was established 18 years ago and a leading manufacturer of a wide range of feed products for all types and categories of animals for each stage of their development. Their mission is to become a preferred supplier and trusted partner to their customers, for which they turn to Next Consult. HL-TopMix started introducing 20 Keys ® in early 2019 which is a great example for companies who are hesitant about the choice to implement a management improvement system or want to learn how to start a similar process.



# 27<sup>TH</sup> INTERNATIONAL 20 KEYS CONFERENCE BULGARIA

## Preliminary Schedule - Conference Day (22<sup>nd</sup> of October 2019)

Hour	Topic	Speaker
08:30 – 09:00	Registration of the participants Welcome coffee	
09:00 – 09:10	Welcome remarks	
09:10 – 09:30	20 Keys methodology and organization	<b>Dr. Yoshiyuki Kobayashi</b> , President PPORF Development Institute Inc. (PDI), Japan
09:35 – 10:10	Engaging people through Lean	<b>Mr. Toshko Petkov</b> Partner Consulting, NEXT CONSULT
10:15 – 10:35	Produce Cheaper	<b>Robert Hierl</b> , CEO Leadership Services
10:35 – 11:00	Coffee break	
11:00 – 11:20	Deliver Faster	<b>Shereen Mosalam</b> , General Manager Symbios Consulting Group
11:25 – 11:55	Produce Better	<b>Huibie Jones</b> , Managing Director ODI, RSA
12:00 – 12:20	KAPCI Coatings	20 keys ® success story
12:25 – 12:45	Lean: The Daimler way	<b>Georgi Filchev</b> , Lean manager Daimler AG
12:45 – 13:05	Lean transformation – an international plant manager's perspective	<b>Yavor Nikolov</b> , General Manager Sensata Technologies
12:05 – 13:30	Lunch & Networking	

# General Information for Participants

## Transportation

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The national airline is Bulgaria Air ([www.air.bg](http://www.air.bg)). Sofia Airport is Bulgaria's busiest airport and is the main airport serving the capital city, Sofia. Website: [www.sofia-airport.bg](http://www.sofia-airport.bg)

### Public Transport

Bus: Sofia Public Transport Company (tel: +359 700 13233; [www.sofiatraffic.bg](http://www.sofiatraffic.bg)) operates two buses serving Sofia Airport. Both run between the airport's two terminals and the university in the city center, albeit following different routes (journey time: 30 minutes; fare: BGN 1.60). The buses operate from 05:00 to 23:00, with regular services during the day. Tickets, which should be validated using machines on the bus, are available from the newsagents in both terminals.

Taxi: The best way to ensure a reliable taxi service to the city center is to book in advance. *OK Supertrans* (tel: +359 2 973 2121; [oktaxi.net](http://oktaxi.net)) has a desk in the arrivals hall. The metered fare to central Sofia is around EUR 5-8 - it is advisable to check that the meter is running.

Sofia Metro Line 1 connects Sofia Airport to the city centre and provides direct connection from the airport to the large residential complexes. The metro station at Sofia Airport is located in the eastern part of Terminal 2. You can reach it by following the floor markings in blue at the public area of Terminal 2. The journey time from Sofia Airport to the city centre is approximately 18 min.

**NOTE: Sofia Hotel Balkan, where you will be accommodated, is situated just above the Serdika Metro Station, which is directly connected to the airport Terminal 2.**

## Passport and Visa

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To enter Bulgaria, a passport valid for at least three months beyond the length of stay is required by all nationals referred to in chart below, except (1) EU nationals holding a valid national ID card.

**Australia - Yes**

**USA – Yes**

**Japan - Yes**

**Canada - Yes**

**Other EU – ID Card**

EU nationals are only required to produce evidence of their EU nationality and identity in order to be admitted to any EU Member State. This evidence can take the form of a valid national passport or national identity card; either is acceptable. They are not required to show possession of a return ticket, a certain length of validity of their document or sufficient funds for the length of their proposed visit.

For non-EU nationals, possession of a return ticket and sufficient funds for the length of the proposed visit are required.

Visas are not required for the nationals referred to in the chart above for the following lengths of visit to Bulgaria:

- Nationals of EU countries for stays of up to 90 days; for stays longer than 90 days EU nationals need to register with the local police and obtain an appropriate permit.
- Nationals of Australia, Canada and USA for touristic stays of up to 90 days.

Nationals not referred to in the chart above are advised to contact the embassy for visa requirements. Those who do need a visa must

show proof of sufficient funds to support their stay in Bulgaria when applying for a visa.

Bulgaria has not yet been admitted to the Schengen area, but it does allow holders of Schengen visas to enter Bulgaria without a Bulgarian short-stay visa for visits of up to three months within a six-month period.

If bringing a pet from another EU country, your animal requires a pet passport, microchip and rabies vaccination certificate.

## Insurance

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The conference organizers do not accept any liability for personal accidents or loss or damage to the private property of any participants during the conference or indirectly arising from attending the conference. It is advisable that participants possess adequate travel and health insurances before leaving their home countries.

## Electricity

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The electricity supply in Bulgaria is 220V, 50Hz.

## Currency Exchange

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In Bulgaria, the Bulgarian Lev (BGN) is the official currency used. Lev (BGN; symbol лв) = 100 stotinki. Notes are in denominations of лв (лева) 100, 50, 20, 10, 5 and 2. Coins are in denominations of лв (лев) 1 and 50, 20, 10, 5, 2 and 1 stotinki. The Lev is tied to the Euro at a fixed rate; €1 = лв 1.95583. (b) Notes dated 1997 and earlier are now out of circulation.

Money exchange centers can be found at the airport, most hotels and large shopping centers. Visitors are advised to exchange money at banks, at large hotels and at independent currency exchange offices, where the rates are clearly displayed. Travelers should not be tempted by a 'better rate' offered at unofficial sources on the street. It is illegal for commission to be charged when exchanging money at official offices. No store, bank or bureau de change will accept mutilated, torn or excessively dirty foreign currency.

MasterCard and Visa are accepted in large cities, in larger hotels and car hire offices, and in some restaurants and shops, mainly in Sofia. However, Bulgaria is still a country that operates mainly on cash. Diners Club is accepted occasionally, while American Express is not accepted in most places

ATMs are widespread, although it is best to check with the relevant bank/card provider prior to travel. Not all Bulgarian bank machines accept every overseas credit or debit card; it may take more than one attempt to withdraw cash successfully.

## Tax information

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Bulgaria is within the European Union. VAT in Bulgaria is 20% and visitors who live outside the EU are able to obtain a VAT refund from the airport, next to passport control.

If you are travelling from within the EU, there is no limit on the amount or value of goods you may import, providing your goods are for personal consumption.

If you are arriving from a non-EU country, the following goods may be imported into Bulgaria by persons over 17 years of age without incurring customs duty:

- 200 cigarettes or 100 cigarillos or 50 cigars or 250g of tobacco (if arriving by air).
- 40 cigarettes or 20 cigarillos or 10 cigars or 50g (if arriving overland).
- 4L of wine and 16L of beer and 1L of spirits over 22% or 2L of alcoholic beverages less than 22%.
- Other goods up to the value of €430 for air and sea travelers and €300 for other travelers

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