



OCTOBER 18-23, 2015 | SOFIA, BULGARIA

20 KEYS[®] INTERNATIONAL CONFERENCE AND STUDY MISSION 2015

Professional workshops with likeminded people

The 20 Keys International Conference and Study Mission 2015 will be held in Bulgaria for the first time and will be attended by Dr. Yoshi Kobayashi, the son of the founder of the 20 Keys international business improvement system. This conference provides the unique opportunity to gain a valuable insight into the use of change management programs by world leading companies in order to achieve market dominance. Delegates will have the opportunity to visit and learn from six diverse companies during the week. They will share their outstanding achievements in productivity improvement, cost reduction, quality improvement, increased turnaround times, people motivation.



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

**Opportunity to meet
new people, who are
also interested in the
LEAN methodology**

**Know-how exchange
on how to implement
the Japanese best
practices with the
aim to achieve
market
dominance**

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Invitation

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Next Consult is honored to be a host of the 20 Keys International Conference and Study Mission 2015 which enables companies and managers to understand the real effect of the 20 Keys methodology implementation at factories in terms of improved quality, reduced costs, improved delivery and service, high level of motivation and a safe working environment.

Following the established tradition the event will have two general type of activities - a Study Mission that is dedicated to sharing good practices and experience among different companies and a Conference Day (21 of October 2015) that is meant to become the first international LEAN conference in Bulgaria.

The aim of the 20 Keys International Conference and Study Mission 2015 is to help companies from different countries and from different fields of business to become world-class enterprises by giving them the opportunity to meet experienced LEAN practitioners and learn from the best practices which every 20 Keys professional will share with the audience.

Organizations

Organizer of the 20 Keys International Conference and Study Mission 2015 is Next Consult Ltd., together with PPORF Development Institute Inc. - Japan and Organisation Development International (ODI) - South Africa. The event will be supported also by the Japanese Embassy, JICA Alumni Bulgaria and the Bulgarian Industrial Association.

The 20 Keys International Conference and Study Mission 2015 will take place in the capital of Bulgaria – city of Sofia and will last an entire week. The event will have two major types of activities – one-day Conference (on 21st of October) and Study Mission Tour Visits (between 19 and 23 of October) in manufacturing plants SENSATA Technologies Bulgaria, FESTO Production Bulgaria, LIEBHERR-Hausgeräte Marica Bulgaria and Yazaki Bulgaria where the tour participants will be able to exchange ideas, experience and know-how with well-established and prominent enterprises.

Conference and Study Mission Topics

The following topics will be discussed during the 20 Keys International Conference and Study Mission 2015:

- How LEAN practices help companies to increase the productivity?
- Best practices to reduce defects
- How to reduce the inventory?
- Cost reductions
- How to strengthen the employees` skills and increase motivation of the teams?
- How to improve morale in a workplace?
- How to achieve better communication and understanding of the business goals and issues influencing these goals?
- How to introduce 20Keys in the company and make it sustainable over time?

Call for presentations

All presenters are required to submit their presentations using the PPT template (in the Microsoft PowerPoint file format *.ppt). Each presentation should have a short resume entirely written in English, which cannot exceed one page, and can only be submitted after completing the registration process. Please save and send us your presentation with the appropriate filename as follows: (Abstract_Speaker.ppt).

All the presenters will be informed about the date and time of their lecture before October 15th, 2015.

Registration

All participants including Speakers are required to register. Online registration is available at <http://www.next-consult.com>

For any questions about the conference organization please contact the organizing committee by email: sales@next-consult.com

Registration Fee:	All prices are in EURO exclusive of VAT	
	For the Entire Mission Tour incl. the Conference Day (18-23 of October 2015)	For the Conference Day only (21 st of October 2015)
Regular participant	1'000	120

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

- Admission to all factory site visits during the Mission Tour
- Transportation between the factories within the Mission Tour
- 1 (one) Conference Pass for the Conference on 21st of October in Sofia for admission to the Conference sessions.
- Conference materials
- Welcome reception, coffee breaks, lunch on all days during the Mission Tour and the Conference Day
- Accommodation for one person for 5 nights in 4**** Hotel (breakfast, fitness, free Internet in the room) for the period between 18th and 23rd of October in Sofia
- 1 (one) night in 3**** Hotel in City of Yambol (breakfast included) during the Mission Tour factory visits
- Official Dinner on 19th of October

The registration fee for the Conference Day only includes:

- Admission to the Conference session.
- Conference materials.
- Welcome reception.
- Coffee breaks, food and drinks during the Conference day.

Payment:

- Please note that in case we do not receive the fee until September 30, 2015, your registration will NOT be considered as valid anymore.
- All payments should be made in euro (EUR) or Bulgarian leva (BGN) 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

IBAN: BG16UNCR70001520458292

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 70% refund will be issued for cancellations received on or before 5 October 2015.
- No refunds will be issued for cancellations received after 5 October 2015.
- All cancellations / requests for transfer should be sent to Mrs. Daniela Yonova at Daniela.yonova@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, (<http://www.sofiabalkan.com/meetings/>) in Serdica conference room.

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.



Accommodation

Within the registration fee for the Entire Mission Tour incl. the Conference Day, the conference organizers have arranged for hotel accommodation at preferential prices at the "HILL Hotel" close to Next Consult's office.

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

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



HILL Hotel is within a ten-minute walk from 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 at <http://www.fpihotels.com/en/hotels/hotel-hil-sofiya-9>. 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 Mission 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.

Organizing Committee

Responsible for the organization of the event on behalf of Next Consult is Mr. Peter Milenkov who is one of the owners of the company. You may contact him by email: peter.milenkov@next-consult.com or, in urgent cases, contact him directly on his mobile phone +359888533185.

For questions regarding the Study Mission schedule and Conference organization, you may contact Ms. Daniela Yonova at: Daniela.yonova@next-consult.com or call her directly on her mobile +359882876700.

For any other assistance, you may contact Mrs. Evelina Koleva, at Evelina.koleva@next-consult.com and telephone +359882414215, during the official working time of Next Consult (09:00 – 18:00).

Preliminary Schedule - Mission Tour

Date		h	Information
18-Oct	Sunday	14:30	20 Keys International Partners meeting
		20:00	Welcome dinner
19-Oct	Monday	08:30	Travelling from Sofia to Plovdiv
		10:00	Factory Tour 1 (LIEBHERR-Hausgeräte Marica)
		13:00	Lunch
		14:00	Plovdiv Old City Sightseeing
		16:00	Travelling from Plovdiv to Yambol
		18:00	Arrival at Yambol, free time, dinner
20-Oct	Tuesday	9:00	Factory Tour 2 (YAZAKI BULGARIA)
		13:00	Lunch
		14:30	Travelling from Yambol to Sofia
		18:00	Arrival to Sofia, free time
		19:00	Sofia city sightseeing, Dinner
21-Oct	Wednesday	9:00- 18:00	20 KEYS® INTERNATIONAL CONFERENCE
22-Oct	Thursday	08:30	Travelling from Sofia to Botevgrad
		10:00	Factory Tour 3 (SENSATA Technologies Bulgaria)
		13:00	Lunch
		14:30	Factory Tour 4 (TBD) confirmation pending
		17:30	Cocktail reception at PRAVETS GOLF CLUB
		21:00	Travelling from Botevgrad to Sofia
23-Oct	Friday	10:00	Factory Tour 5 (FESTO Production Bulgaria) (the factory site is 10 minutes away from the Sofia Airport Terminal 2)
		13:00	End of the official program of the 20Keys Mission Tour

Information about the companies within the Mission Tour

LIEBHERR-Hausgeräte Marica

Country: Bulgaria
Address: 4202 Radinovo
Phone: +359 (0) 32/505 310
Website: <http://www.liebherr.bg>



Liebherr produces a broad range of high quality refrigerating and freezing equipment. Liebherr Domestic Appliances Marica EOOD has grown significantly since its foundation. The annual production is about 730,000 appliances nowadays with approximately 1.600 employees.

Yazaki Bulgaria

Country: Bulgaria
Address: 8600 Yambol, 43, Evropa Blvd.
Phone: +359 (0) 46/901 444
Website: <http://www.yazaki-bulgaria.com/>



Yazaki Bulgaria EOOD, which is 100% owned by the Japanese Yazaki Corporation, a global automotive equipment supplier. The Japanese company set foot in Bulgaria in 2006. The Yambol-based plant of Yazaki Bulgaria, the first one to start functioning, manufactures cabling systems for Renault and Ford and has a staff of around 3700. In 2012 the company opened a plant in Sliven. The Sliven-based plant of Yazaki Bulgaria manufactures wiring systems for Ford Transit and has a staff of 1300.

Sensata Technologies Bulgaria EOOD Ltd.

Country: Bulgaria
Address: Sofia, Bulgaria, 7, Iskarsko Shousse Blvd. Building 15, Office 3
Phone: +359 (0) 2/ 80 70 698
Website: <http://www.sensata.com/>



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.

FESTO Production Bulgaria

Country: Bulgaria
Address: 1592 Sofia, Bulgaria, 7, Hristofor Kolumb Boulevard
Phone: +359 (0) 2/ 80 70 698
Website: <http://www.festo.bg/>



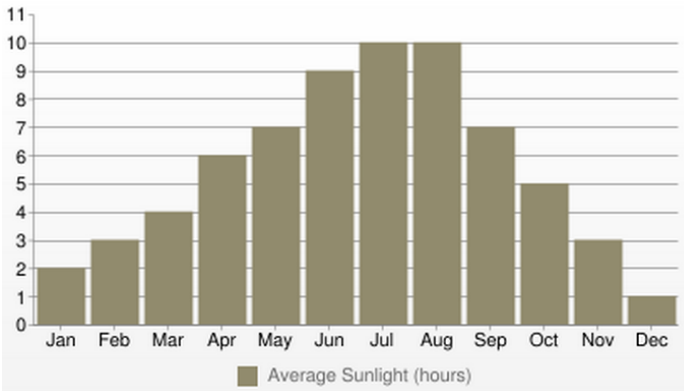
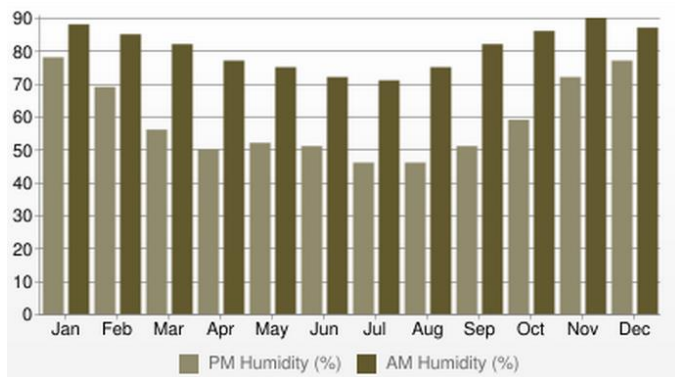
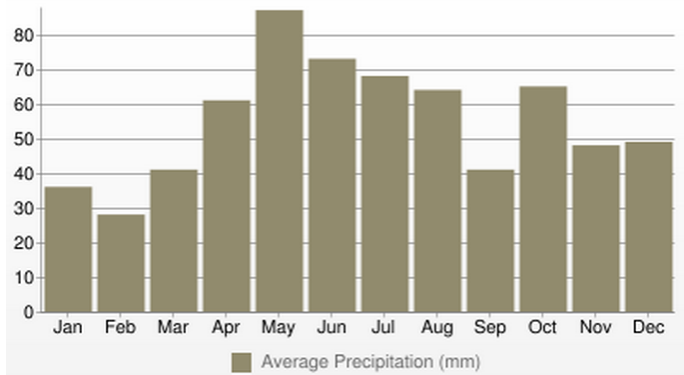
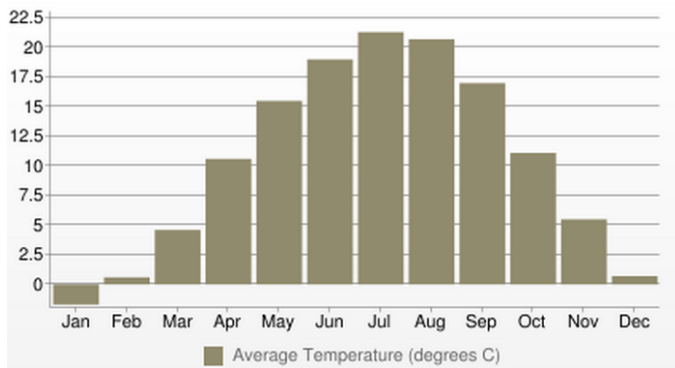
Festo production is part of the German tie-up Festo which has 61 subsidiaries, 11 factories and 18 thousand associates all over the world. The factory in Sofia is one of the fifth largest of the group and is specialized in manufacturing of sensors and connecting cables. At present Festo production disposes with more than 21 thousand square meters of area, the company employs 610 people.

Preliminary Schedule - Conference Day (21st of October 2015)

Hour	Topic	Speaker
08:00 – 09:00	Registration of the participants Welcome coffee	
09:00 – 09:10	Welcome, presentation of the program and introduction of the guests and lecturers	Mr. Peter Milenkov (moderator) Partner Business Development, NEXT CONSULT
09:10 – 09:20	Japan Embassy – welcome note from the Ambassador	His excellency Takashi Koizumi Ambassador Extraordinary and Plenipotentiary of Japan in Bulgaria
09:20 – 09:30	Welcome note from Dr. Yoshiyuki Kobayashi President, PPORF Development Institute Inc. (PDI) - Japan	Dr. Yoshiyuki Kobayashi President PPORF Development Institute Inc. (PDI), Japan
09:30 – 09:40	Welcome note from Mrs. Daniela Vezieva - Deputy Minister of Economy	Mrs. Daniela Vezieva (invited) Deputy Minister of Economy
09:40 – 09:50	Welcome note from Mr. Sasho Donchev - Chairman of the Managing Board of the BIA	Mr. Sasho Donchev (invited) Chairman of the Managing Board of the BIA
09:50 – 10:00	Welcome note from Mr. Bojan Zhekov – JICA Alumni Bulgaria	Mr. Bojan Zhekov JICA Alumni Bulgaria
10:00 – 10:30	First presentation NEXT CONSULT	Mr. Orlin Dochev Managing Partner, NEXT CONSULT
10:30 – 11:20	Second Presentation LEAN and 20Keys in Bulgaria	Mr. Toshko Petkov Partner Consulting, NEXT CONSULT
11:20 – 12:30	Third presentation 20 keys around the world (organization (partnerships, 20 keys development), world credentials)	Mr. Johan Benadie Managing Director ODI, South Africa
12:30 – 13:30	Lunch	
13:30 – 14:10	Afternoon presentation 20 keys in SouthEast Europe	Mr. Zarko Jakovljevic Director Epitychia d.o.o., Croatia
14:10 – 14:50	Afternoon panel discussion on the Bulgarian best practices in LEAN implementation in different companies	Representatives from the companies that will host the Mission Tour
14:50 – 15:30	Afternoon presentation – selected case studies from 20 keys partners	Mr. Yury Samoylov General Director Business Excellence Ltd., Russia
15:30 – 16:00	Coffee Break	
16:00 – 16:30	Afternoon presentation – selected case studies from 20 keys partners	Mr. Wolfgang Forster Member of the Board Lindau Institute, Germany
16:30 – 17:45	Panel discussion	
17:45	Cocktail	

General Information for Participants

Weather in Sofia



Transportation

The national airline is Bulgaria Air (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

Public Transport

Bus: Sofia Public Transport Company (SKGT) (tel: +359 700 13233; 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). The buses operate from 0500 to 2300, with regular services during the day. Tickets, which should be validated using machines on the bus, are available from the newsagents in both terminals.

Shuttle: Several of the bigger hotels provide shuttle buses to or from the airport.

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) has a desk in the arrivals hall. The metered fare to central Sofia is around BGN 10 - it is advisable to check that the meter is running.

Passport and Visa

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.

	Passport required	Return ticket required	Visa required
Australian	Yes	Yes	No
British	Yes	No	No
Canadian	Yes	Yes	No
Other EU	1	No	No
USA	Yes	Yes	No

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.

You may also be interested in: [Bulgaria Travel Advice, Embassies & Tourist Offices](#)

Insurance

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

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

Currency Exchange

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 = лв1.95583. (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.

American Express, Diners Club, 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.

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

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 travellers and €300 for other travellers.

