

## ANNOTATION

Gussev Victor Aleksandrovich

Innovative methods of forming the system of logistical service of clients are given on the basis of “Ust-Kamenogorsk Logistics TSS” Ltd company.

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In this master’s thesis we made the analysis of work of logistical company “Ust-Kamenogorsk Logistics TSS” Ltd.

The aim of this work is studying the principles of forming the system of clients logistical service. For this reason here we advice the method of evaluating clients service degree, also we held on the measures on finding out the means of transport which would be more mobile, more productive, and which demands less expenditures on transfer.

The main task of this work is finding weaknesses during the process of company’s clients’ service and further creation and holding the degree of service during the market competition.

The structure of the work is done according to the aim and tasks of the research and it consists of introduction, three parts, thirteen sub-parts, conclusion, the list of used materials and two appendixes.

In the first part called “The theoretical bases of logistics as business process” we defined the bases of theoretical logistics and methodological aspects of business-processes.

In the second part which is called “General characteristics of “Ust-Kamenogorsk Logistics TSS” Ltd company” we gave general characteristics of the object of the research and made some analysis of informational flows of the company’s administration system, the amount of done work, the amount of material flow, the material flow according to the types of freight, the amount of done work and the amount of constant customers’ material flow, economical indexes of the company’s financial state and the system of administration in the company.

In the third part called as “Developing the system of clients’ logistical service on the bases of reengineering” we showed the following projects of measures on improving the effectiveness of the company’s work: logistical service as the main business process of the company; evaluating the degree of clients’ service as the method of influence on economical effectiveness of business-process; improving the effectiveness of clients service on the bases of expert evaluation of characteristics residing different means of transport; the methods of complex evaluation of the effectiveness of clients service during the influence of the rules and methods of business-processes.

In the conclusion of the work we show the results of the research, make main conclusions and describe the perspectives of the further work.