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THE DEVELOPMENT OF LOGISTICS INFRASTRUCTURE IS THE WAY TO IMPROVE THE QUALITY OF TRANSPORT SERVICES

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A R T I C L E I N F O.

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Annotation

The level of quality of transport services largely depends on the state of the logistics infrastructure. The development of transport and logistics infrastructure was considered a very urgent problem in the republic. In this regard, this process requires a functional and structural approach. One of the ways to develop transport and logistics infrastructure is to analyze and evaluate the potential of the transport and logistics infrastructure complex.

The integration of the republic into the world economic space served as an impetus for the organization of new enterprises, technologies and forms of management in all sectors of the national economy of Uzbekistan.

The ever-increasing degree of Uzbekistan's involvement in the global processes of globalization inevitably dictates the need to create conditions for optimal integration of Uzbekistan's logistics infrastructure into the world economy, for its most advantageous positioning in global markets, which corresponds to the long-term socio-economic and geopolitical priorities of the state.

The geopolitical factors of Uzbekistan occupy a key position in the Central Asian region and play an important role in regional processes. An important feature of the geographical location of Uzbekistan is the presence of a developed system of transport communications.

After gaining independence in the republic, the main attention was paid to investments in transport and logistics infrastructure, the construction of new roads and railways, the creation of large logistics centers and terminals. The implementation of large transport and logistics infrastructure projects has largely solved the problems of ensuring spatial connectivity of the country's regions.

In general, it can be noted that Uzbekistan, during the period of independence, was able to ensure the formation and development of the national transport and logistics system.

Despite a number of positive developments in the creation and improvement of the transport and logistics system of Uzbekistan, there are a number of problems that reduce its overall efficiency.

The key problem is the level of quality of transport and logistics services.

To solve problems in this area, the Ministry of Transport has established a center for studying problems in the development of transport and logistics. The main purpose of the center is to study the problems of transport and logistics and develop a set of measures for their development.

To achieve this goal, the following priorities have been identified:

- formation of an accessible and sustainable transport logistics system as an infrastructure basis for ensuring transport integrity and providing conditions for the realization of transportation needs;
- improvement of the logistics infrastructure of transport;
- development of measures to increase the capacity and carrying capacity of the railway, as well as increase the speed of movement and the level of transport services;
- Introduction of modern mechanisms for the organization of transportation, etc.

To improve the scientific, theoretical, methodological and practical foundations of the development of the transport services market on a global scale, research is being conducted on a number of the following priority areas, such as: development of logistics services; improving the quality of transport and logistics services based on the effective use of commodity terminals; improving the efficiency of transport services based on improving the activities of logistics centers.

Today, consumers are increasingly paying attention to additional criteria, such as delivery times, the possibility of receiving the ordered goods at a clearly agreed time, as well as high-quality information support of the order fulfillment process.

The most significant conditions for improving the quality and efficiency of transport services are:

- reliability of transportation;
- timely delivery;
- regularity of transportation;
- transportation safety;
- cargo safety during transportation;
- Quantitative and qualitative characteristics of transport services (accessibility, comfort, convenience in receiving and delivering goods, the level of information service, etc.);
- additional services;
- the cost of transport services, etc.

According to experts in the field of logistics, quality assurance of services is based on the implementation of certain steps by the company.

The first step is to establish the quality of service as a common corporate goal;

The second step is full awareness of the clientele's requests and expectations;

The third is the identification of weaknesses in the organization of logistics operations and their elimination;

The fourth is the establishment of a strategy for improving the quality of logistics services;

The fifth is the beginning of the implementation of the quality improvement plan;

The sixth is constant monitoring and control over the process of quality service.

Before proceeding with these steps, the transport company should study the factors affecting the quality of service. Objectively assessing the relationship and interaction of factors that form transport services,

they can be grouped as follows (Fig.1).

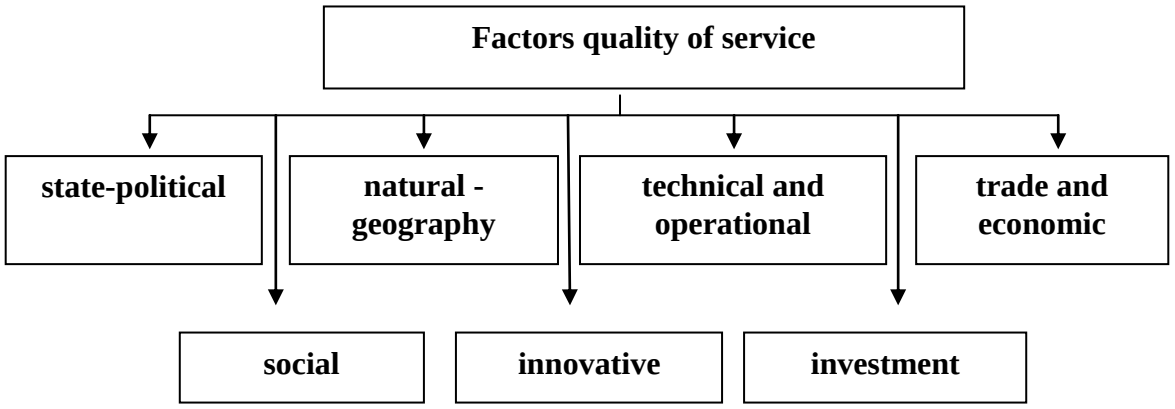

Fig.1. Service quality factors

Technical and operational factors are of no small importance for transport enterprises. In this regard, attention is paid to the influence of technical and operational factors on the quality of services provided to customers in the transport services market.

Technical and operational factors can be represented as:

$$F_{т.э.} = У_{НТП} + У_{ПТТС} + \eta_{тр.обсл.} + G_{тр.} + М_{б.н.} + К_{норм.} + П_{кв.} + У_{и.т.л.с}$$

where, $У_{НТП}$ – the level of scientific and technological progress on certain types of transport;

$У_{ПТТС}$ – the level of development of individual progressive transport and technological systems;

$\eta_{тр.обсл.}$ – regularity and quality of transport services;

$G_{тр.}$ – transport characteristics of transported foreign trade goods;

$М_{б.н.}$ – safety and reliability of work, and serviceability of technical means and safety of movement of vehicles on certain types of transport;

$К_{норм.}$ – control over the implementation of regulatory requirements for the operation of technical means;

$П_{кв.}$ – qualification of personnel servicing transport equipment and responsible for its condition and operation;

$У_{итлс}$ – the level of development of the infrastructure of the transport and logistics system.

The development of transport and logistics infrastructure is an important direction of socio-economic progress, increasing the efficiency of material production. The pace and level of development of society depend on the activities of this sphere. At the same time, the successful solution of many problems is determined by the efficiency of the operation of road transport.

The potential of the transport and logistics infrastructure can be determined by the following formula:

$$У_{Li} = У_{Tr} + У_{Ser} + У_{Fi} + У_{Inf} + У_{scien} + У_{St.pr} + У_{reg} \rightarrow max \quad (1)$$

here:

$У_{Li}$ – potential of logistics infrastructure, %

$У_{Tr}$ – the level of development of the transport element

$У_{Ser}$ – the level of development of the service element

$У_{Fi}$ – the degree of development of the financial element

$У_{Inf}$ – the level of development of logistics infrastructure

$У_{scien}$ – the degree of development of the scientific element

$У_{St.pr}$ – the degree of development of the storage and processing element

$У_{reg}$ – the level of development of the regulatory element

Assessing the potential of each element separately, the overall potential of the infrastructure is determined.

Since each of these elements consists of a number of small elements, separate criteria are established for their identification, and it becomes necessary to assess the change in these criteria over a certain period. In addition to this, it is also advisable to group the factors influencing the development of each element.

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