
The Analysis of Quality Indicators of Transport Services

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Abstract: The aim of this study is to develop the structure of quality indicators of transportation services through the analysis of interrelated factors and quality criteria. Theoretical and methodological basis of the study were the materials of scientific works of foreign and domestic scientists, regulations, proceedings of research conferences, scientific publications. It should be noted that today some methodological and applied issues, including the quality assessment of services are not well studied. In this paper, we used methods of comparison, a systemic approach, a method of scientific abstraction and analysis. The proposed block diagram of quality indicators of transportation services can be used for transformation activities and integrated quality assessment of transport companies. The practical significance of the findings of the study consists in improving the quality of services and competitiveness of Russian transport companies in domestic and foreign markets. The main scientific result determining the novelty of the study is clarification of the concept "the quality of road transport services", suggesting that the consumer takes the main place in product quality assessment, while standards, laws and regulations govern the experience in the field of quality.

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