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Improving the Quality of Transport Services Logistics Approach

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Abstract--- *This Article Is Based On The Theoretical Aspect Of Determining The Omillarni That Should Be Taken Into Account When Assessing The Quality Of Transport Services And Methods Of Studying Their Applicable Level As Well As The Impact On The Development Of Railway Activities.*

Keywords--- *Transport, infrastructure, railway, transport services, competition, transport-Logistic Services, counter-transports, transport Logistics, Transport Management, ecology, complexion.*

STRING-LIKE VINE BRANCHES

At present, the concept of service includes all types of labor that are not associated with changing the shape of material objects or products of nature. As a result of such labor, a separate consumption value is created, and its amount is measured by the socially useful activity of Labor.

The launch of market economies, the establishment of the transport service market, competition among the enterprises providing transport services necessitates in-depth study of the practice of operating in the countries in the conditions of market economy. In recent times, the importance of the logistics management issues that are being carried out in the implementation of transportation service is increasing.On the basis of logistic management, it is possible to further clarify the current methods of assessing the quality of transport services provided to consumers through a wide range of alternatives and selection. It is known that the determination of ways to improve the quality of services is carried out on the basis of marketing research, by identifying existing and potential consumers, analyzing their economic relations, studying their successful and problematic places. To achieve this, the field of transportation services should operate in such a way that the need for the volume and quality of services of consumers in this area is provided at the lowest cost.

ANALYSIS OF LITERATURE ON THE TOPIC:

The change of production from the supply of commodity products to the development of services is a sign of the transition of society from the industrial level to the postindustrial level. One of the advantages of these positive changes is that P.Drugger, Rastau, Y.Shumpeter, D.Bell, K.Scientists like Clark have studied. These scientists have justified the high popularity of services in the country Yaim as the main characteristic of the postindustrial society.

Russian scientists have also covered in their scientific works the market of transport services and the scientific-theoretical and methodological issues of its development. Scientists in the field of Transport service S. A. Balalaev and I. A. Chernyshovs give such a definition to transport services in their scientific work: "transport service –

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describes as" the result of the activities of the shipper and receiver in accordance with the requirements and norms established in the transport business, as well as the performance of transport services in accordance with the requirements of passengers, "and considers the provision of transport services as" the process .

V.M.If Nikolashin stressed that "transportation service delivery is associated with the process of placing cargo and passengers in time and space and can be identified as satellite services for this activity of transport services", then L.B.Mirotin described transportation services as" a type of transportation activity aimed at meeting the demand of people and characterizing the availability of the necessary technological, economic, information, legal and resource supply.

"Scientists from our country. Sh.A. If there is a tariff quot; transport service is considered a type of transport activity aimed at satisfying the needs of these enterprises and people, it is an expression from theeksex of any operations not only in the process of transportation of cargo or passengers, but also in the process of transportation, but also in connection with its preparation and implementation", then K.M.According to Nazarov, "when talking about the transport service, the task is understood, which ends the process of material production, as well as connecting with the consumer". According toscientists Q.Sidiknazarov, G. Samatov, " the transport service is an activity aimed at the transportation of cargo and passengers, the level of its quality is ensured on the basis of logistic principles." Therefore, they also investigated the issues of optimization of the market of transport and logistics services in their scientific work.

RESEARCH METHODOLOGY

In the course of the study, grouping, comparison and comparative analysis, economic-statistical method and monographic observation methods were used

ANALYSIS AND RESULTS

Development of transport sector in the Republic in 2010-2018tirishga 42 trillion more than sum investment attracted.

As a result of carrying out an active investment policy in the Transport sector, several major investment, infrastructure projects of economic and political importance were implemented, including:

- Construction and repair of new railway network" Navoi – Uchkuduk – Sultan Uvaystog - Nukus";

- Construction of a new railway network in Tashkent – Boysun – Kumkurgan;

- Construction and electrification of two-way Jizzah-Yangier railway line and one-way Yangier-Farhad railway line;

- Organization of high-speed trains in Tashkent-Samarkand-Navoi-Bukhara and Tashkent-Samarkand-qarshi railway section;

- Angren-Pop electrified railway line construction;

- Construction of Bukhara-Miskin railway line;

- Construction of the National Highway of Uzbekistan;

- Improvement of economic activity of river port" Termez " carrying out transportation of yuu across Amudarya to the Islamic Republic of Afghanistan;

- Construction and reconstruction of 11 international airports;

- Reconstruction and modernization of" Tashkent " bus terminal.

At present, the institutional framework of the planning and development of the republican system has been formed. The Ministry of Transport has been established and the system of Companies operates in all types of transport and has the potential of personnel capable of ensuring the quality of transport services.

The study and analysis of the requirements for the Transport service shows that the main demand of consumers for the quality of the transport service is the timely shipment and delivery of goods. On the basis of such demand lies the purpose of reducing the load reserves of consumers and the costs that go to their storage.

The years-long dynamics of Transportation Services is evident from the ever-changing demand in the transportation services market. And the main purpose of Transport enterprises is to make a profit by forming a potential demand and increasing the volume of services.

Table 1.Transport services data

Indicator	Share of Transport services in the YAIM,%								
	2010y	2011y	2012y	2013y	2014y	2015y	2016y	2017y	2018y
Transport services	9.8	10,0	10.1	10.1	9.6	9.1	9.4	9.4	
	The growth rate of the provision of Transport services,%								
	2010y	2011y	2012y	2013y	2014y	2015y	2016y	2017y	2018y
Transport services	109.8	112.5	109.4	108.0	104.6	104.3	107.8	109.9	104.5

The change in the share of Transport services in Yaim over the years has not grown to an insignificant difference over the years 2010-2018. During the period considered in the dynamics of the growth rate of the provision of transport services by Transport enterprises, there is a decrease than growth.

The total volume of transport services in the Republic in 2018 amounted to 43329.2 billion soums and the growth rate was 103.9%.

The share of motor vehicles in the total volume of Transport services was 49.4%. The next place was the pipeline, its share in the total transportation services volume was 17.2%, railway transporti 13.6% and air transporti 11.5%. The share of auxiliary transport activities in the total volume of transport services is 8.3%.

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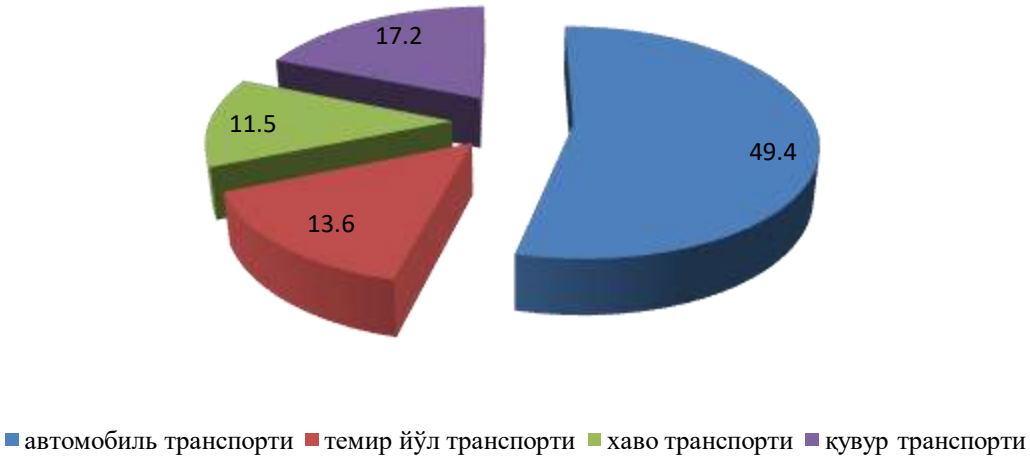
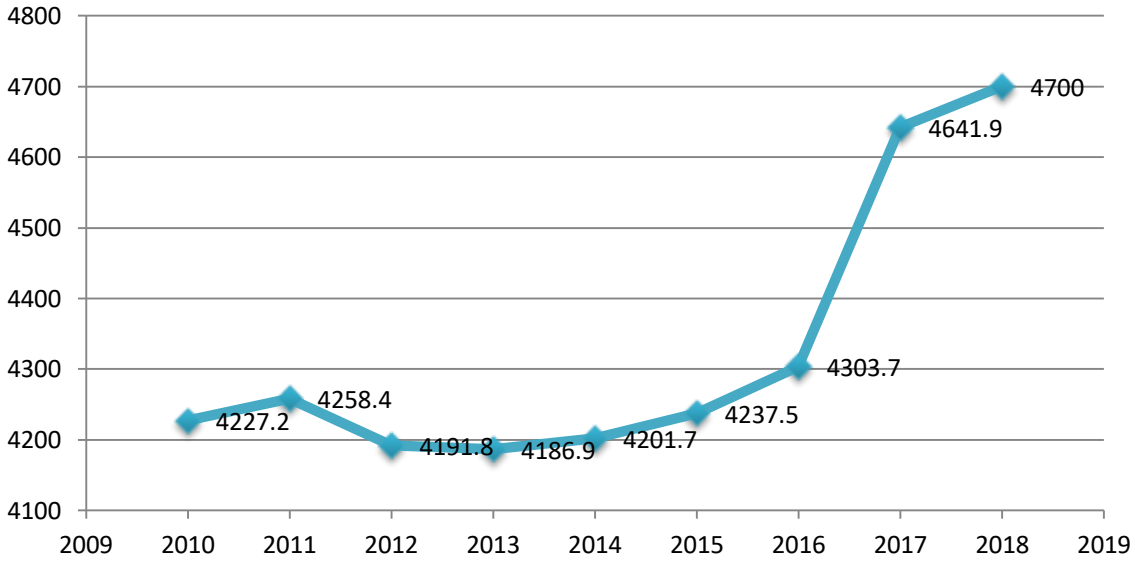


1-picture. The share of transport types in the total volume of transport services.

Now the total length of the Uzbek Railways is 6125.4 km, of which 4641.9 km are all-round-trip and 1483.5 km are non-round-trip roads. The average density of the country's Railways is 1000 kv.km ga is from 14 km. More than 35% of the total roads are electrified and this work is continuing.



2-picture. The length of operation of all-round Railways.

According to the dynamics of the cargo traffic volume of the railway, the total volume of cargo transported during the years increased from 2010 to 2014 by 3-4%, the growth rate in the periods from 2015 to 2018 was 1.0%.

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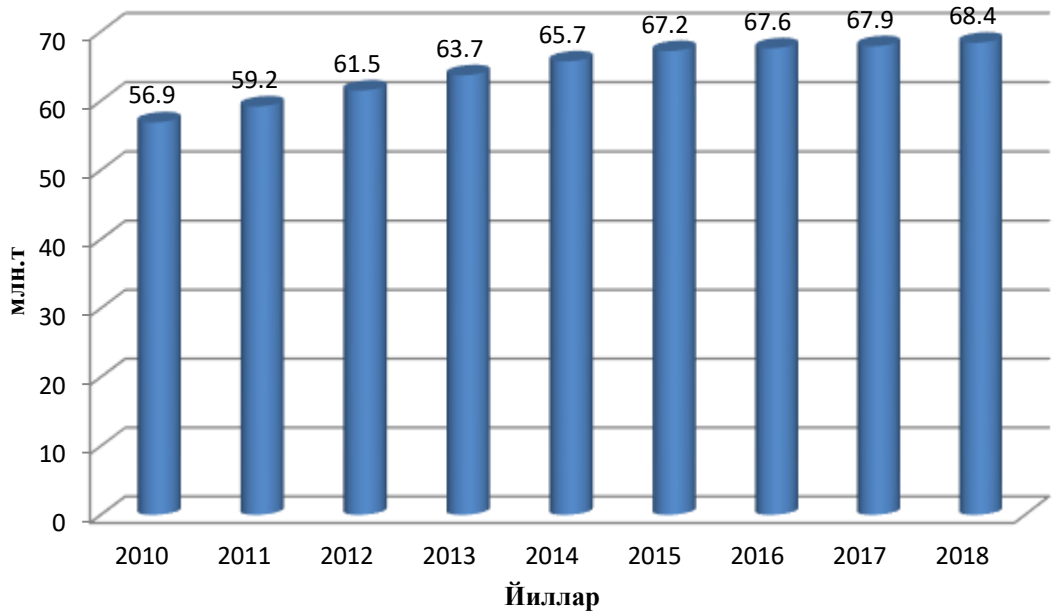

3-picture. Dynamics of the cargo traffic volume of the railway.

The current disadvantage of the Transport system is that it guarantees the shipment and delivery of the cargo within its term, there are cases when the execution of the order for transportation is pushed back or refused. Such problems lead to a decrease in the quality of transport services in the Republic. It can be concluded that not only the volume of transport services, but also the increase in their level of quality, too much attention should be paid.

In improving the activities of JSC" Uzbek railways " it is necessary to pay great attention to such issues as adaptation of types of services to special requirements of consumers and active development of requirements for transport services and rational use of the existing transport Park. Consumers belonging to different groups should be served within the framework of their needs. Because, it will be necessary for consumers to choose the types of transport services that they will be shown, their character and quantity.

In order to satisfy the consumer's need for cargo delivery, the transportation service provided to them should be regarded as the process of purposefully ensuring the necessary movement of cargo and passengers in space over time.

"Strategy for the development of the transport system of the Republic of Uzbekistan for the period up to 2035 years" has many indicators as existing problems. One is the poor quality of transport services provided to economic entities and the population, while the other is the development of the competitive market of transport and the logistics services.

To solve these problems, the service industry should operate in such a way that the need for the volume and quality of service of consumers in bunda should be provided at the lowest costs. But so far, the development of methods that comprehensively assess the quality of transport services in terms of quantity remains a complex issue. This condition is caused by the following reasons:

- difficulty to notice Service results as a product;

- participation of the consumer of transport services in the service process;

- the fact that the service consumer can not become its owner;

- the lack of control over its consideration before payment due to the fact that the service is an organizational-technological process;

- the service process can consist of a small system of actions, the price of which is given according to the sum of the actions.

From improving the quality of cargo delivery, not only consumers with a large percentage of expenses going to the transport service at the general cost of production, but also participants in the transport process are all responsible.

In order to ensure a high level of quality of transportation service, it is necessary to first study the requirements and criteria that consumers place on the quality of cargo delivery. To do this, it will be necessary to ask the consumers about their thoughts on this issue, to make a questionnaire, to study their various relative assessments, that is, how to formulate and change them in other words their requirements for the quality of transport services. Bunda also plays an important role in considering the impact of market sentiment.

The origin of the requirements that consumers place on the quality of transport services, that is, the sources of formation can be divided into the following two groups:

- statistical information collected by various functional departments of transport enterprises, that is, internal information of enterprises;

- transport service consumers and not-for-profit sources (research and marketing centers, government organizations, etc.)the G.).

Experts recommend to determine the quality level of transport services, which is determined on the basis of internal information of the transport enterprise, in the following order:

Coefficient of compliance with the duration and speed of delivery of cargo one of them.

$$K_{c\partial}^{t} = \frac{t_{\partial}^{н}}{t_{\partial}^{ф}}$$

Here is shown: $t_{д}^{н}$, $t_{д}^{ф}$ – applicable and normative period of delivery of cargo, calculated according to the rules of Transportation, respectively, milk.

It is also necessary to take into account the omillarni, which affects the current period of delivery of goods. Because one of them is shown like this:

Indicator of storage of transported cargo:

$$K_{\text{сг}} = \frac{\sum P_o - \sum P_{\text{пот}} (1 - \varphi_{\text{н}})}{\sum \text{P}_{\text{o}}}$$

Here is shown :$\sum P_{\text{o}}$ –shipping cost for the period under consideration, t; $\sum P_{\text{пот}}$ –lost weight of transported cargo;

F_n-the average norm of the natural loss of a product, which depends on the type of cargo identified by the shipping regulations and the type of vehicle

Coefficient of full satisfaction of demand for Transport services:

1. $\text{К}_{\text{ус}}$;

$$\text{К}_{\text{ус}} = 1 - \sum \text{P}_{\text{нев}} / \sum \text{P}_{\text{o}}^{\phi}$$

Here is shown : $\sum \text{P}_{\text{нев}}$ – the bulk of the goods ordered for Transport for this period is not transported. This indicator is defined as the difference between Rsp and current transported shipments volume R_o^f that requires potential transportation.$\sum \text{P}_{\text{нев}} = \sum \text{P}_{\text{сп}} - \sum \text{P}_{\text{o}}^{\phi}$

2. "At the same time" the coefficient of rhythm or continuity of delivery of loads, Kgr:

$$\text{К}_{\text{гр}} = n_{\text{н}}^{t} / n_{\text{o}}^{t}$$

here: p_n^t-the number of deliveries of the delivered product in accordance with the agreed regulatory intervalalga clearly t-the time interval

p_o^t-T is the total number of product deliveries for the period.

Indicator of complex service of cargo owners Kkom:

$$\text{К}_{\text{ком}} = \sum \text{P}_{\text{к}} \text{К}_{\text{ко}} / \sum \text{P}_{\text{o}}$$

$$\text{К}_{\text{тд}} = \frac{G_{\text{гр}}^{\text{н}}}{G_{\text{гр}}^{\phi}}$$

here: G_gr^n – the optimal norm of transport comfort in the country or region, hours;

G_gr^f-the current average level of transport comfort for cargo owners in the area under consideration, hours.

Transportation Safety coefficient, kbp:

G_bp = B_n/B_f

here: B_f-the current comparative indicator of Traffic Safety (the number of accidents and unfortunate events per 1 billion);

B_ (n)– the normative size of the indicator (the number of possible minimum cases under conditions of non-

observance of safety corresponding to 1 billion).

Ecological coefficient cake of Transport processes:

$$К_{эк} = \frac{У_{н}}{У_{ф}} У_{н} < У_{ф}\ if\ it\ will\ be\ like\ this$$

Here will be like this:

Un-the basic norm of the permissible concentration of harmful substances from cargo to the environment;

Uf-the applicable amount of damage from shipping to the environment.

However, it is difficult to achieve a full result when the method of calculating these quality indicators is considered a much simpler method. Because in order to calculate the current indicators, the need to take into account many branches arise.

When calculating T_D^f, it is necessary that all the actions that make up this process meet the requirements.

t_d^ (f)=t_(beginning.AP)+t_(moving.op)+t_(ending. op).

Initial operations, that is, factors affecting the indicator of the transfer of wagons to the increase in load, this causes the timely transfer of wagons adapted to the transport of this type of load to the operation in the minimum term, that is, on time.

t_(beginner.operation)^f=p_nexv+p_neispr+g_nekvalif+N_nexv+N_neispr+R_neotv=min.

This process is not always carried out on time, too, because there is a lack of wagons suitable for carrying the type of cargo, p_nexv; malfunctions in the wagon, p_neispr; insufficient qualification of the workers participating in the process, g_nekvalif; lack or malfunctioning of means of increase; N_nexv,N_neispr; irresponsibility of management personnel responsible for the initial operations.

As a way to solve the problem of lack of wagons, the cycle of wagons is accelerated if the number of contents is reduced from 50-60 wagons to 20-30 wagons on short routes (up to 1000 km)on navigable routes. It will be necessary to develop ways to adapt the work of locomotive brigades to this, too.

As factors affecting the short duration of the train, it is necessary to observe the Daily normative speed of the train , t_(VN/milk), the observance of the normative time of the train's stay in the intermediate and technical areas, t_(promej.st), t_(texn.st) and it is necessary to take into account such indicators as the observance of the norms of the time of stay in the customs operations of the train.

Issues such as the level of demand for roads, cooperation with transit countries, the achievement of agreements on the transportation of cargo and passengers on various international railways are also important in the observance of daily normative speed. Much is being developed in the Republic on improving the ability of roads to pass, transport. Investment activity of the railway network is currently ranked among the most developed sectors for qiish involving investment in the Republic.

The norms laid down on the operas performed in the intermediate and technical units are determined mainly due

to the strength of this unit. If the norms are complied with, for example, the automation of some operations, the full use of station Power, the demand for technical and technological rules for working with cargo wagons can be achieved if the duration of the movement is carried out within its term

Periods of stay in customs operations are considered one of the big problems in the activity of the railway transporti. Because a lot of time is spent on these processes and often there are also three cases of getting out of the normative deadlinesray.

As factors affecting the short duration of the train, it is necessary to observe the Daily normative speed of the train , t_(VN/milk), the observance of the normative time of the train's stay in the intermediate and technical areas, t_(promej.st), t_(texn.st) and it is necessary to take into account such indicators as the observance of the norms of the time of stay in the customs operations of the train.

According to the information, it is believed that the goods transported by rail are subject to customs inspection for 3-5 days, in some cases up to 10 days, in order to re-establish it. In this situation , the cargo wagon, which must be inspected by Customs, is separated from the transit structure, and the wagon of these goods is transported to a special place of inspection using a separate locomotive. After the goods are inspected at the customs, it is necessary to wait for the next transit-content locomotive to send it to the specified exit customs post. As a result of the experts ' study of the experience of foreign countries on the transfer of transit cargo transported by rail from the territory of the Republic, it was known that customs inspection of this type of cargo was carried out in the scanning apparatus through X-ray and the opportunity to send it to the specified address in a short time.

At present, cargo wagons are checked at the border customs post "Karakalpakiya" of the Republic of Karakalpakstan and at the border customs post "sari-Asya" of the Surkhandarya region with the help of this type of examinations. As a result of the simplification of the normative legal documents aimed at the installation of such devices on all border posts with high load flow and the implementation of customs inspection on cargo transported by rail transporti, it is possible to achieve the delivery of goods within the specified period.

The final operations also consist of several operations, the execution of which for the shortest period of time leads to an improvement in such indicators as the wagon cycle, the implementation of cargo transportation in its own time. Final Operations Report to the owners of the cargo on the arrival of the cargo, t_(uved.gr.poluch), topshirish to the wagon unloading operation and unloading the cargo, t_(vig.gr) and shipping to the owners, t_(otpr.gr) consists of operas.

t_ (konech.op)=t_(uved.gr.poluch)+ t_ (vig.gr)+t_(otpr.gr) = min

The quality indicators of Transport services complement each other. Because, as one of the activities that can be carried out in the field of establishing and developing the service of delivery of cargo to the owners, the increase in the volume of complex (mixed) transportation of cargo according to the scheme "from door to door" with the participation of $\sum$ ▒ r_k – railway. For this purpose, at present, in the world practice of cargo transportation, containers and containers are given more importance to transportation. Conteiner transportation is quite developed in the Republic. Railway company and private carriers have much experience in this regard.

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Logistical approach to cargo and passenger transportation is being taken to improve the quality of services rendered on the railway. As you know, transportation on contrays is one of the newly introduced systems in transport logistics. This technology implies mixed transportation of car priseps and semi-priseps on railway platforms. The main feature of the advantage of using this type of transport is the combined maneuverability and turnability of the car, while ensuring the safety of the railway, and not depending on its climatic conditions. The main reasons for using this method of Transportation are environmental demand. Reducing environmental damage is one of the most pressing problems in transport, like other industries of production and processing.

These types of transportation can also be considered as one of the measures that will lead to an increase in freight costs as a result of the ecological nature of the processes in the complex indicators of the assessment of the quality of Transport services, as well as to meet the requirements of EC owners for transportation "from door to door", as well as All sides of the process from counter-transports have observed in world practice the achievement of efficiency as a result of mutual cooperation.

GOOD RESULTS FOR CARGO OWNER:

- economic efficiency associated with the change in the cost and quality of transportation" from door to door "adorlik

- the complementary effect associated with the implementation of contraways transport.

Good results for railway transporti:

- additional income from contrarian transportation;

- the period of self-compensation of required capital investments.

Good results for the auto carrier:

- saving of current costs for the operation of motor vehicles;

- economic efficiency from the acceleration of Transportation processesadorlik;

- economic efficiency from improving the quality of Transportation processesadorlik;

- savings from capital investments in the structure of motor activity.

The consideration of environmental and social indicators for assessing the effectiveness of counterintelligence transportation on a state scale is of great importance. The general economic effect obtained by the state in the implementation of Contra-shipping is determined as follows:

$$Э_{total} = Э_{ek} + Э_{social} + Э_{f}$$

here E_obtsh-the overall effectiveness of the development of counter-transportation;

E_ek-ecological effect;

E_sos-social effect;

E_dop is an additional effect, expressed in terms of savings of government funds for the maintenance and maintenance of highways and auto farms.

From this it is possible to conclude that in assessing the quality of transport services, all Om that affects it will be correct if it is assessed by taking into account the unused capacity. Evaluation of the quality of services of transport enterprises on the basis of information received from customers brings the transport enterprise, in particular, the railway with customers closer and helps to achieve the electronic marketing and digital railway policy envisaged in the strategy of railway development.

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