

SUMMARY

Subject Matter of the Master's Dissertation: Improving the methodological tools of the quality assessment of customs services provided to the participants of foreign economic activities

Author of the Master's Dissertation: Afanasova Angelina Eduardovna.

Scientific Supervisor of the Master's Dissertation: the Candidate of Economic Sciences, Associate Professor of the Department of Creative and Innovative Administration and Law Chistova M.V.

Customer Organization: The Federal Customs Service of the Russian Federation.

Topicality of the Research: Under the conditions of the market relations development in Russia, the impact of such factors on foreign economic activities as the quality of customs services provided has become crucial. The requirements for improving the quality and accessibility of customs services have been reflected in the Development Strategy of the Federal Customs Service of the Russian Federation until 2020 as well.

Objective of the Research: is to work out some measures to improve the methodological tools of the quality assessment of customs services provided to the participants of foreign economic activities.

Tasks of the Research: are to describe the concept, classification and features of customs services provided to the participants of foreign economic activities; to study the quality of customs services provided by customs authorities and the methods for its assessment; give an organizational and legal description of the performance of the Mineralnye Vody Customs; to analyze the performance of the Mineralnye Vody Customs and the quality of the services it provides; to spot the problems of assessing the quality of customs services; to outline new techniques and tools for assessing the quality of the state customs services.

The theoretical significance of the Master's Dissertation lies in the development and enlargement of theoretical knowledge which can be applied

in the sphere of assessing the quality of customs services provided to the participants of foreign economic activities.

The practical significance of the Master's Dissertation is determined by the fact that its main findings and practical recommendations can serve as a substantiation of the regulations that will determine further development of the system for assessing the quality of customs services provided to the participants of foreign economic activities by the Customs authorities of the Russian Federation.

Findings of the Research: The existing performance indicator system of customs services does not fully reflect the degree of their quality.

Recommendations: As a part of further improvement of the methodological tools of the quality assessment of the state customs services provided to the participants of foreign economic activities we consider it possible to propose the following evaluation criteria based on the assessment system of the main state customs services developed and offered by Yu.E. Gupanova:

- 1) the competence of the customs authority personnel;
- 2) the attitude of the customs authority personnel to the customs services consumer.

It is also possible to add to the quality evaluation criteria of the main state customs services the following indicator: carrying out customs clearance assessing it along the following criteria – the application of advanced forms of declaring and online declaring and the quantity of mistakes made in customs declarations.

In addition, it would be advisable to implement consistent and systematic monitoring of the quality of services provided in to the customs authorities 'practical activities base done the system of the quality evaluation criteria mentioned above.