CONCEPTS OF COMPLEX TRANSPORT SERVICES IN INTERNATIONAL TRANSPORTATION

Summary

Internationalisation and globalisation of economic activities cause the demand for services of the firms with large scale of production and disposal of large scale of service networks. The customers require unique services or services fitted to their individual requirements and preferences, which allow the global market intermediaries (transport and logistic operators) to reach their permanent loyalty, which create serious competitive advantage on the transport service market. Such customers expect that the global operators are ready to produce the services in accordance to the 9R or 9W quality formulas, which determine the scope and structure of duties, risks and responsibilities within complex services in international transportation.

To meet these requirements, it was necessary to follow the internal integration of transport and logistic processes, which are conducted on technique, technology, organisation, legal, economic, information and documentation level. This was the source of development of the concepts of complex services in international transportation: conventional, combined, intermodal, multimodal, complex logistic services and not finally defined services related to e-economy and e-commerce.

Characteristic of these concepts and their properties allow to formulate the dominating development factors and futures, which make it possible to evaluate the adaptation possibilities to the factors resulting from the development policies and strategies of the economy and trade.