THE QUALITY OF SERVICES IN VIEW OF THE INNOVATION IN THE SECTOR TSL

Summary

The article presents the question of the report of the quality of services and innovation in the studied enterprises of the sector TSL. The introduction of the results of own investigations is the aim of the article over the quality of services among the enterprises of the sector TSL with the special regard of innovation in Polish economic conditions.

The object of considerations what the author undertakes there is the analysis of character and the essence of the report what he steps out among innovation and the quality of services in the enterprises of the sector TSL.

Operations have been taken direct in result of research on obtainment of information about estimate and analyses of characters of essences of innovations as in enterprises of sectors in polish economic conditions element forming quality services TSL. It include chosen group have in the area of silesian province pilotage investigative procedure 29 enterprises of sectors TSL. Direct research carry with the aid of questionnaire on turning-point of May and June 2009 year. Especially it subject analysis with following group question related:
- in sector TSL identification of character of innovative,
- in sector TSL determination of kind innovative ventures applicable,
- in sector TSL indication of source of innovative,
- in sector TSL conditionality innovative taking a stand.