

Summary

Subject matter: The improvement of the logistical service as a factor of ensuring economic security of a commercial bank (on the example of the Chechen regional branch of “Rosselkhozbank”, JSC in Grozny).

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Customer organization: the Chechen regional branch of “Rosselkhozbank”, JSC in Grozny.

Topicality of the research: The adoption of the modern technologies of raising the level of economic security, based on the logistical approach is topical because the currently used concepts of ensuring economic security of a modern bank are a complex systemic vision of the ways of minimizing various kinds of risks, but not all kinds of bank risks found their due reflection, and the ways of their prevention are insufficiently paid attention to.

Objective of the research is to work out the parameters of the assessment of the quality of logistical service and determine its influence on the indicators of the level of economic security of a commercial bank.

Tasks:

- to reveal the essence and indicators of economic security of a commercial bank;
- to examine the specificity and indicators of logistic service as an instrument of a bank’s economic security;
- to analyze the methods of the formation of the system of logistical service of clients as an element of a bank’s outside microenvironment;
- to carry out the analysis of the bank’s internal environment as a factor of logistical service and economic security;
- to carry out the analysis of the dependence of the economic security of the Chechen regional branch of “Rosselkhozbank”, JSC in Grozny on the levels of logistical service;

- to work out the main directions of the improvement of the economic security of the Chechen regional branch of “Rosselkhozbank”, JSC in Grozny on the basis of the optimization of logistical service.

Theoretical significance of the research lies in clarification of the scientific-methodological apparatus in the field of ensuring the economic security of the bank by means and methods of bank logistics, bank risk management and marketing. **Practical significance of the research** is that the developed directions of the improvement of economic security of the target branch on the basis of the optimization of logistical service may be used in the practical work of the Chechen regional branch of “Rosselkhozbank”, JSC in Grozny, and also in other credit organizations.

Conclusions: The formation of the sustainability of the bank as a logistical service, improvement in the quality of logistical service while offering bank services promote in a considerable measure the ensuring of its economic security, whose level is determined by the fact how effectively the credit organization creates its logistical structure and the system of effective policy to ensure its competitive edge proceeding not from the abstract orientation towards market, but on the basis of a concrete consumer’s orientation.

Recommendations:

- as a first direction we propose to form an integrated system of logistical service of the Chechen regional branch of “Rosselkhozbank”, JSC in Grozny taking into consideration the segmentation of the client base;
- as a second direction we propose to change the branch’s organizational structure and introduce a new job of a bank specialist in logistics, who will be in charge of the logistical service and of building relationships with clients and who will also be involved in structuring of realized services.