

**ECONOMICS**  
**(specialty 08.00.05)**

***Mesyats M.A. Direction of development of customs management activity in Russia on the base of the process approach***

The key objective of the publication is to analyze the Russian Federation customs authorities management system. On the basis of this analysis the author accounts for the necessity of customs authorities management improvement through the introduction of a process approach to management. Scientific novelty of the article is that on the basis of the research conducted by the author it gives a quantitative description of the customs authorities management and the direction for the management system modernization. The customs authorities management perfection by a process approach introduction will improve efficiency, give an opportunity to provide new customs services without staff increasing, save time and reduce FEA participants service costs, it will also standardize the customs authorities activities in accordance with MS ISO 9000, thus solving the problem of customs services quality.

Key words: management system in the customs authorities, process approach to management in the customs authorities, international standard ISO 9000, peer review, Boston Consulting Group matrix (BCG matrix).

***Russian customs academy***

***April, 14, 2011***

---