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FORMING OF ELEMENTS OF MECHANISM OF ASSESSING THE QUALITY OF BANK MANAGEMENT SYSTEM

Poor system of management and ineffective management processes are substantially slowing down the development of bank competitiveness and decreasing its level. They form a factor of destabilization of bank operation in general and appropriate processes of its activity. To solve this problem it is needed to carry out the complex of practical measures that are based on a new methodological basis. Therefore we will take a good look to urgent questions of forming principles and determination the structure of support mechanism and assessing the quality of bank management system as main factor of accelerated bank`s development. Effective realization of bank development strategy requires, first of all, focusing attention on the management system and management processes.

Reforms in the system of bank management are successful only if they are accompanied with implementation of new technologies and modern methods of management. The results of researching practice of effective management of modern financial institutions allow forming the list of four main principles of assessing the quality of bank management system:

1. Correspondence with standards and best practice.
2. Correspondence with goals and needs.
3. Correspondence with needs of clients.
4. Correspondence with private criteria.

In turn, the factors that have influence on the quality of management system include:

- availability of necessary features and elements in system;
- performance of necessary function package (functional completeness);
- establishment of process of work;
- elements cooperation for common interests;
- clarity of ultimate goals (long-term) goals and objectives;
- availability of analysis methods and control mechanisms;
- correspondence of resource, infrastructure and information support.

Bank management system of high quality must include:

- package of necessary features of the system;
- package of business-processes;
- effectiveness of made decisions;
- development of standards;

- certainty (of method of calculation) of appropriate indicators;
- proper resource support;
- correspondence of legal and availability of normative support;
- quality of personnel training;
- systematic character of quality management process;
- providing conditions for continuous development and improvement;
- appropriate level of management responsibility et al.

For example, there are some criteria of assessing the quality of bank management system:

- bank customers` satisfaction;
- absence of conflict of interests between levels of bank management;
- agreement with bank development strategy;
- correspondence between legal norms and generally accepted and internal standards;
- absence of unjustified actions (transaction charges) and bureaucracy and so forth.

Standard elements (subjects) of the support mechanism of quality of bank management system can be:

- special methods and tools;
- business processes;
- personnel;
- cooperation between elements of system;
- provision of necessary resources;
- availability of necessary infrastructure;
- working-off mechanisms of reverse connection;
- innovations et al.

Thereby, the quality can be generally presented as correspondence to certain requirements. These requirements can be different and their range is unlimited. Basic methodological approaches to assessing quality of management systems must contain similar groups of requirements. It is useful for development of proper methods, planning of improvements in the system of bank management. Such improvements can be gradual without losing and troubling ultimate goals and strategic guidelines of bank activity.