

Building standard operating procedures ISO 9001 - 2015 for training and recruitment at TNG Investment and Trading Joint Stock Company, Song Cong 2 branch - Song Cong City - Thai Nguyen Province

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Abstract: This topic aims to determine the necessity of applying the ISO 9001-2015 standard operating procedure in training and recruitment at Song Cong 2 Branch, in order to improve process management quality. The objective is to build a system of procedures according to this standard to optimize operational efficiency. Through theoretical research and experimental application deployment, the topic is expected to contribute to improving the company's competitiveness.

Keywords: ISO 9001-2015, quality management, personnel training, recruitment, process system