

Applying the ISO 9001:2008 process to ensure quality integration of Comment activities on social networks.

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Abstract: In the context of the rapid development of information technology, especially social networks, managing and monitoring comment content has become an important issue. This topic focuses on applying the ISO 9001:2008 quality process to improve the management of comment activities on social media platforms. The objective of the research is to build a system for controlling and ensuring the quality of comment content, aiming to provide a safe and positive communication environment for users. Through theoretical research combined with practical application deployment, this topic expects to achieve the goal of improving content management efficiency, while contributing to the establishment of quality management standards in the digital field.

Keywords: ISO 9001:2008, Social network, Quality management, Comment content, Control system