

Upgrading the service quality management system at TNG Thai Nguyen Investment and Trading Joint Stock Company.

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Abstract: In the context of increasingly fierce competition, upgrading the Quality Management System (QMS) is necessary to ensure performance optimization and meet customer requirements. This topic aims to improve the QMS at TNG Thai Nguyen Investment and Trading Joint Stock Company through studying the current status, identifying gaps in quality management processes, and proposing technical solutions integrating new technologies. The research method combines both theory and experimentation to evaluate the effectiveness of the improved system. The topic is expected to make a significant contribution to enhancing service quality at the company and open up potential applications in similar organizations.

Keywords: Upgrading QMS, Quality Management Technology, Practical Research