



*empower your business*



COMPANY PROFILE

# Empower your business

*Hardware and Software Solutions*



## Company Name, Address, Contacts

ITD sh.p.k  
Gjergji Center  
Rr. Murat Toptani, Tiranë. Albania

Tel: + 355 4 2 234025, 251186

Fax: + 355 4 2 256013

e-mail: [info@itd-al.com](mailto:info@itd-al.com)

Website: [www.itd-al.com](http://www.itd-al.com)

## Object

Distribution of information technology products

## Legal Status

Limited Liability Company

## Registered Capital

40.000.000 Lekë (All)



**ÇERTIFIKATË Nr.**  
**CERTIFICATE No.**

**30442/14/S**

ÇERTIFIKOHET QË SISTEMI I MENAXHIMIT TË CILËSISË SË  
IT IS HEREBY CERTIFIED THAT THE QUALITY MANAGEMENT SYSTEM OF

**ITD SHPK**

GJERGJI CENTER, RR. MURAT TOPTANI Tirane ALBANIA

NË NJËSITË E MËPOSHTME OPERATIVE / IN THE FOLLOWING OPERATIONAL UNITS

GJERGJI CENTER, RR. MURAT TOPTANI Tirane ALBANIA  
AUTOSTRADA TIRANË-DURRES, KM 1 TIRANE ALBANIA  
RR. DERVISH HIMA TIRANE ALBANIA

ËSHTË NË PËRPUTHJE ME STANDARTIN / IS IN COMPLIANCE WITH THE STANDARD

**ISO 9001:2015**

PËR FUSHAT E MËPOSHTME TË VEPRIMTARISË / FOR THE FOLLOWING FIELD(S) OF ACTIVITIES

PROJEKTIM, ASEMBLIM, REALIZIM, ASISTENCE PAS SHITJE DHE SUPORT TEKNIK TE KOMPJUTERAVE  
PERSONALE;  
TREGETIM, ASISTENCE PAS SHITJE DHE SUPORT TEKNIK TE HARDWARE DHE SOFTWARE

DESIGN, ASSEMBLY, MANUFACTURE, AFTER SALE SERVICE AND TECHNICAL SUPPORT FOR PERSONAL  
COMPUTERS; TRADE, SERVICING AND TECHNICAL SUPPORT OF HARDWARE AND SOFTWARE

Vlefshmëria e kësaj certifikate varet nga kontrollet periodike vjetore/gjashtë mujore dhe nga shqyrtimi i plotë i sistemit të menaxhimit çdo tre vjet  
The validity of this certificate is dependent on an annual / six monthly audit and on a complete review, every three years, of the management system  
Përdorimi dhe vlefshmëria e kësaj certifikate nënkupton respektimin e dokumentit RINA: Rregullore për Certifikimin e Sistemeve të Menaxhimit të Cilësisë  
The use and validity of this certificate are subject to compliance with the RINA document : Rules for the certification of Quality Management Systems

Data e lëshimit të parë First Issue	28.03.2014	Data e vendimit të rinovimit Renewal decision date	11.03.2020
Data e skadencës Expiry Date	27.03.2023	Data e rishikimit Revision date	11.03.2020

Alessandro Romei

Certification EMEA Region  
Senior Director

**RINA Services S.p.A.**  
Via Corsica 12 - 16128 Genova Italy



SGQ N° 002 A

Membro degli Accordi di Mutuo  
Riconoscimento EA, IAF e ILAC  
Signatory of EA, IAF and ILAC  
Mutual Recognition Agreements

CISQ is a member of



*IQNet, the association of the world's first class  
certification bodies, is the largest provider of management  
System Certification in the world.  
IQNet is composed of more than 30 bodies and counts  
over 150 subsidiaries all over the globe.*

Për informacione në lidhje  
me vlefshmërinë e  
certifikatës, ju mund të  
vizitoni faqen e internetit  
[www.rina.org](http://www.rina.org)

For information concerning  
validity of the certificate, you  
can visit the site  
[www.rina.org](http://www.rina.org)

Për kërkesa të normës të pa  
aplikueshme në fushën e certifikimit  
të sistemit të menaxhimit të  
shoqërisë, referohuni informacionit  
dokumentësor përkatës

Reference is to be made to the  
relevant documented information  
for the requirements of the  
standard that cannot be applied to  
the Organization's management  
system scope

IAF:19  
IAF:29  
IAF:33



[www.cisq.com](http://www.cisq.com)

CISQ është Federata Italiane e Enteve  
Certifikues të sistemeve të menaxhimit

CISQ is the Italian Federation of  
management system Certification Bodies

# About Us

ITD shpk has started operating in the Albanian market since 1996. ITD is an authorized distributor of Cisco, IBM, Microsoft, Hewlett - Packard, Dell and many other global prestigious companies. ITD, being profiled as a pure Distributor, has the objective to be a market leader in the IT distribution in Albania. ITD shpk covers all the Albanian territory with about 89 resellers.

ITD aims in creating a dealers' network spread throughout Albania by offering them, in a professional manner, a variety of products, support and performance.

Having a qualified staff of 47 employees, ITD aims to offer a quality service by fulfilling all the needs of its customers.

Since March 28th, 2014, ITD shpk is certified with the quality management standart ISO.

ITD shpk operates a management system that complies with the requirements of ISO 9001: 2015.

## Company Management

The shareholders assembly nominates the Board of Directors. The Board of Directors appoints the General Director. The actual statute of ITD provides high competencies to the General Director with the scope of increasing the speed of decision making and management. The General Director nominates the Consultative Board that is called in meeting by the General Director every time is needed to discuss important issues.

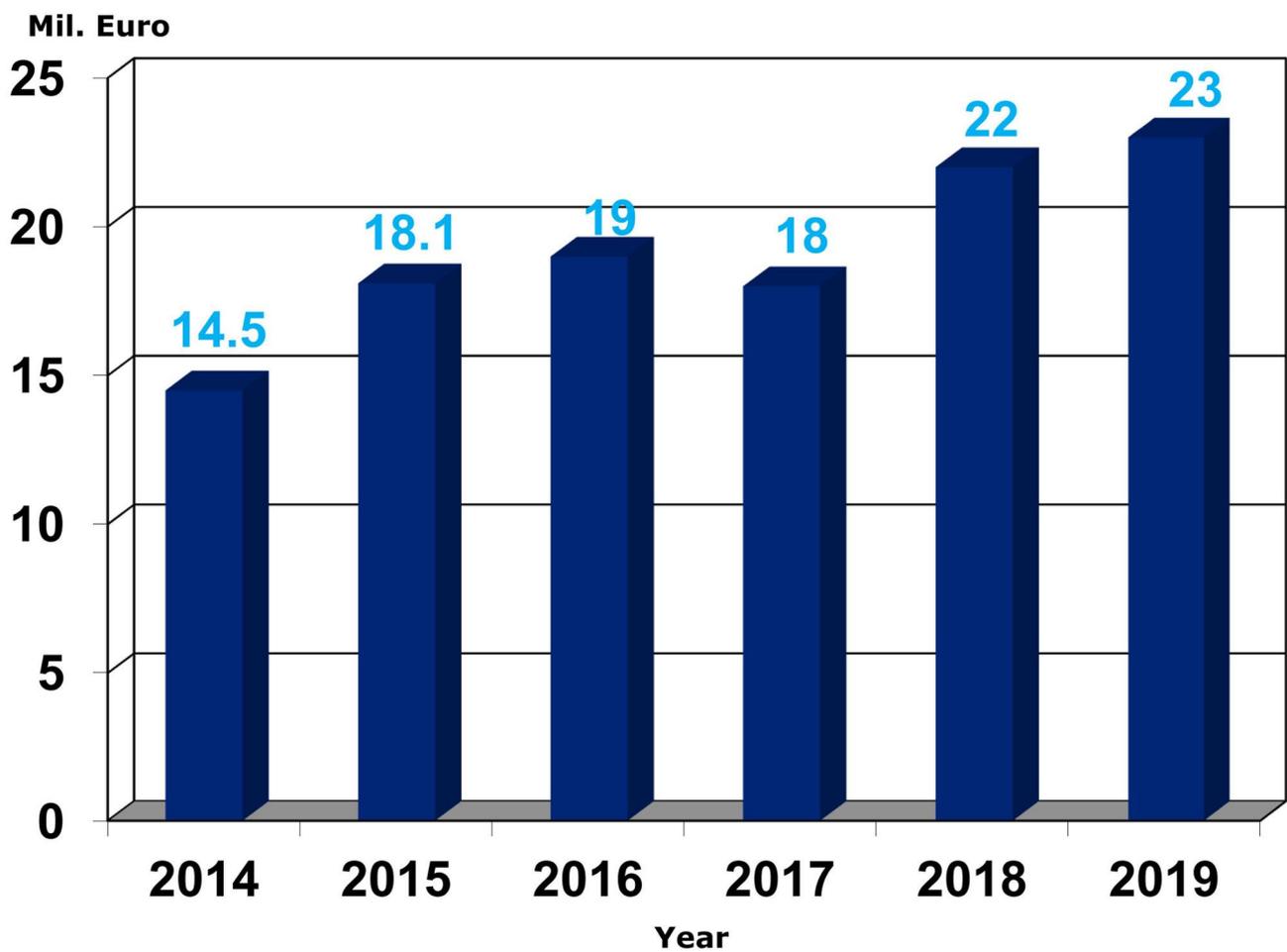
## Employees

ITD sh.p.k. has a team of 47 qualified employees.

## Company's Departments

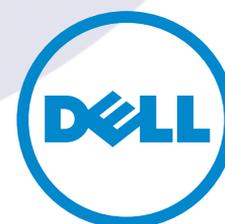
Product Department  
Sales & Marketing Department  
Import - Export & Warranty Department  
Warehousing & Delivery logistics Department  
Accounting

# Annual Turnover 2014-2019



## International Partners

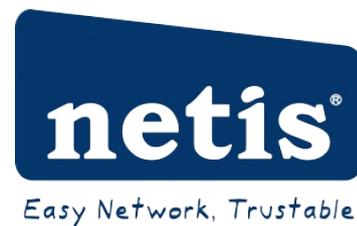
ITD shpk - Authorized Distributor for:



The power to do more

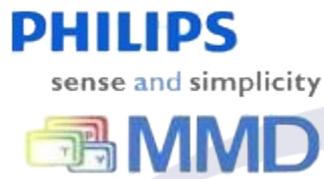


ITD shpk - Authorized Distributor for:



## International Partners

ITD shpk - Authorized Distributor forr:



**ZEBRA**

# Market Segments

Retailers  
Small and Medium Dealers  
System Integrator

## Important Clients

**Retailers:**

Neptun  
AZA Electronics  
IT Gjergji Kompjuter  
Shpresa AL  
Atom  
PC Store  
Net Trade

**System Integrator:**

Advanced Business Solution  
CCS  
Communication Progress  
Divitech  
Fastech  
Horizon  
ICOM  
InfoSoft Systems  
InfoSoft Office  
S&T Albania  
Sinteza  
Synapse

**Small & Medium Dealers:**

Euro Office  
Hard & Soft Millenium  
House of Computers  
Informatika  
Inova Computers  
Inside Computer Systems  
Microtech  
E-Point  
TechnoSoft  
Lorena Matllia  
INTECO

# Human Resources Management

The Human Resources Department plays a vital role in the general function and activity of the company. Its main activities extent in:

- Recruitment of a professional, ambitious and qualified staff through the implementation of efficient programs.
- Continuous staff training with the scope of improving performance, professional development and career advancement through the Company's structure.
- The correct and documented evaluation of performance for each employee in function of motivation and the correct duties fulfilment for a job position.
- Staff motivation for encouraging personal skills and improvement of job efficiency.

ITD shpk  
Gjergji Center. Rr. Murat Toptani  
Tel: + 355 4 2 234025, 251186  
Fax: + 355 4 2 256013  
e-mail: [info@itd-al.com](mailto:info@itd-al.com)  
Website: [www.itd-al.com](http://www.itd-al.com)