



*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

75.000.000 Lekë (All)



## CERTIFICATO N. 30442/14/S CERTIFICATE No.

SI CERTIFICA CHE IL SISTEMA DI GESTIONE PER LA QUALITÀ DI  
IT IS HEREBY CERTIFIED THAT THE QUALITY MANAGEMENT SYSTEM OF

### ITD SHPK

GJERGJI CENTER, RR. MURAT TOPTANI TIRANE ALBANIA

NELLE SEGUENTI UNITÀ OPERATIVE / IN THE FOLLOWING OPERATIONAL UNITS

GJERGJI CENTER, RR. MURAT TOPTANI TIRANE ALBANIA  
AUTOSTRADA TIRANE-DURRES, KM 1 TIRANE ALBANIA  
RR. DERVISH HIMA TIRANE ALBANIA E UNITÀ OPERATIVE

È CONFORME ALLA NORMA / IS IN COMPLIANCE WITH THE STANDARD

### ISO 9001:2008

PER I SEGUENTI CAMPI DI ATTIVITÀ / FOR THE FOLLOWING FIELD(S) OF ACTIVITIES

PROGETTAZIONE, ASSEMBLAGGIO, REALIZZAZIONE, ASSISTENZA POST VENDITA E SUPPORTO TECNICO DI  
PERSONAL COMPUTER;  
COMMERCIALIZZAZIONE, ASSISTENZA POST VENDITA E SUPPORTO TECNICO DI HARDWARE E SOFTWARE

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

La validità del presente certificato è subordinata a sorveglianza periodica annuale / semestrale ed al riesame completo del sistema di gestione con periodicità triennale

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

L'uso e la validità del presente certificato sono soggetti al rispetto del documento RINA: Regolamento per la Certificazione di Sistemi di Gestione per la Qualità

The use and validity of this certificate are subject to compliance with the RINA document: Rules for the certification of Quality Management Systems

Prima emissione First Issue	28.03.2014
Emissione corrente Current Issue	28.03.2014
Data scadenza Expiry Date	27.03.2017

Ing. Michele Francioni  
(Chief Executive Officer)

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



ISO 9001:2008 A ISO 9001:2008 G  
ISO 9001:2008 D CAP 9001 H  
PRD 9001 B PRD 9001 C  
SCR 9001 F LAB 9001

Membro degli Accordi di Mutuo  
Riconoscimento EA, IAF e ILAC

Signatory of EA, IAF and ILAC Mutual  
Recognition Agreements



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

Per informazioni sulla validità  
del certificato, visitare il sito  
[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)

Riferirsi al Manuale della Qualità  
per i dettagli delle esclusioni ai  
requisiti della norma

Reference is to be made to the  
Quality Manual for details  
regarding the exemptions from the  
requirements of the standard

EA:33  
EA:29  
EA:19

CISQ è la Federazione Italiana di  
Organismi di Certificazione dei  
sistemi di gestione aziendale

CISQ is the Italian  
Federation of management  
system Certification Bodies



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

TELEFONO: 02 57 40 91 01



## 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 55 employees, ITD aims to offer a quality service by fulfilling all the needs of its customers.

Since February 4th, 2009, ITD shpk is certified with the quality management standart ISO.

ITD shpk operates a management system that complies with the requirements of ISO 9001: 2008.

## 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.

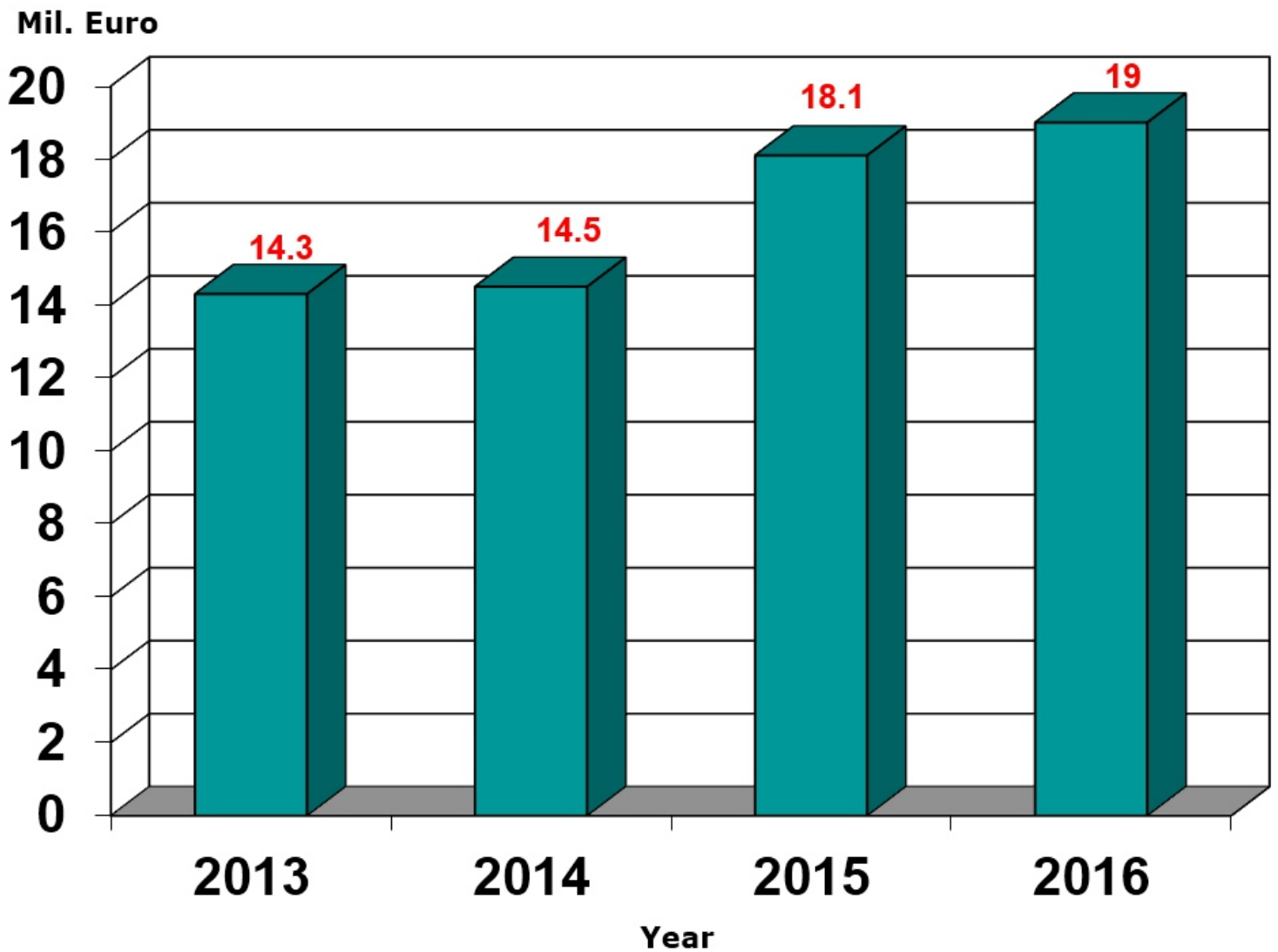
## Employees

ITD sh.p.k. has a team of 55 qualified employees.

## Company's Departments

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

## Annual Turnover 2013- 2016



## International Partners

ITD shpk - Authorized Distributor for:



The power to do more





ITD shpk - Authorized Distributor for:



## International Partners

ITD shpk - Authorized Distributor for:



**ZEBRA**

# Market Segments

Retailers  
Small and Medium Dealers  
System Integrator

## Important Clients

**Retailers:**

Neptun  
Globe  
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  
TechoSoft

# 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.





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