


Doc.	TIA-IMS-POL-002	Quality Policy	
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QUALITY POLICY

The basic orientation of Tirana International Airport (TIA) is to be recognized for offering efficient, safe, secure and quality of service for the passengers, airlines and other airport users.

Tirana International Airport is committed to achieve the highest possible level of international standard of facilities, safety, security and performance focusing on the customer satisfaction through:

- Developing, implementing and maintaining a Quality Management System (QMS), oriented towards the ISO 9001:2015 Standards, and ensuring that QMS functions are efficiently integrated with other Management Systems within the Company, and is continuously improved during our activities
- Defining, implementing, reviewing and improving processes in compliance with the applicable rules and regulatory requirements prescribed by national and international regulatory authorities and agencies.
- Performance measuring in order to achieve organizational and process-related objectives and to ensure continuous improvement in all activities that TIA has been carrying out at Tirana International Airport. We are engaged in optimizing the operation of the Airport turning TIA into one of the Albania's most modern infrastructure facilities.
- Carrying out activities by incorporating into our processes the needs and expectations of our passengers, our customers and our related parties
- Promote "risk and opportunity based-thinking" by adopting a process approach that will allow implementation of efficient quality management, to build a positive quality and safety culture, that will ensure that our quality objectives and targets are understood and implemented at all levels of TIA's organizations.
- Providing all sorts of resource requirements such as manpower, infrastructure and equipment, with the main focus on personal and professional development of our employees through professional training that meet their training needs to develop and improve their qualifications and competencies
- Creating effective communication channels both within our organization and with our customers and related parties to ensure their contribution towards continuous improvement of processes within the Airport and further development of the Albanian aviation industry.

Enforcing a close relationship with the local community and the general public through our homepage and through public relations work, TIA provides and makes available transparent information to all interested parties, and we are open for suggestions from TIA's users for further improvement of the quality of services provided.

Tirana International Airport, 1st July 2024

Marsida Pallko
TIA Administrator



Piervittorio Farabbi
TIA Accountable Manager &
Administrator / COO

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