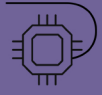


Who We Are

Teleperformance Albania is a global leader in customer experience management. We are committed to excellence, innovation, and security, ensuring top-tier service through international quality standards.



Innovation & Digital Transformation

We embrace AI and Emotional Intelligence (EI) to enhance efficiency, optimize customer interactions, and empower our teams. Through TAP, we analyze data to refine processes and create personalized, proactive experiences. This integration is key in achieving our quality objectives.



Our Core Values

We uphold the principles of:

Integrity – Acting with honesty and transparency.

Respect – Valuing diversity and teamwork.

Professionalism – Maintaining the highest standards.

Innovation – Leveraging cutting-edge technology.

Commitment – Striving for excellence in everything we do.

Our Commitment to Continuous Improvement



To maintain high standards, we focus on:

Client & Stakeholder Focus – Understanding needs and exceeding expectations.

Process Optimization – Driving efficiency through structured workflows.

Leadership & Engagement – Fostering collaboration and responsibility.

Risk & Opportunity Management – Using a Risk-Based Thinking (RBT) approach to anticipate challenges and leverage growth.

OUR MISSION

We are a people-centric company, combining AI-driven innovation with the power of human connections to deliver unparalleled customer experiences while maintaining the highest standards of quality, security, and sustainability.

QUALITY POLICY

TP Albania