

Policy Level Declaration PN2018/001 - 2018.02.12.

Quality policy of SCADEMY Secure Coding Academy

SCADEMY Secure Coding Academy Ltd was established by security researchers with a global vision to educate all software engineers on secure coding. Education tackles the issue of IT security at its core, and this is our contribution to the IT ecosystem – and thus modern society in a wider sense. Our mission is to educate one million architects, developers and testers worldwide by 2025, and provide them essential security literacy through training events of the highest professional quality.

To accomplish this mission, it is essential to maintain and continuously improve a strong quality system in the full service life-cycle, with an effective and efficient synchronization of the five pillars of SCADEMY operations: marketing, sales, development, delivery and administration.

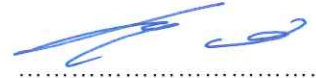
- To educate all engineers worldwide, SCADEMY has to become a global vendor known and acknowledged by all interested parties. We should reach out to companies and organizations developing code through extensive communication and marketing – both on-line and by physical presence at professional events – as well as by providing high-quality professional content to the developers' community. While we primarily focus on engineers, secure coding is a team sport; thus communication to raise awareness should target all levels, from engineers to line managers, C-level and upper management.
- SCADEMY's role is to support customers in reducing their product development risks, and, in a wider sense, reaching their business goals. Thus, it is essential to fully understand their motivation and goals so that we are maximally aligned with these to serve their specific needs. Building trust starts with listening. As part of this process, we should not only collect feedback, but we should also give feedback to the customer prior to, during and after the training. As for partners with whom we share a common goal to serve our customers, our role is to fully support their operations and prepare their personnel for effective communication with the client.
- Acknowledging the fact that each development group is unique in terms of the challenges and threats they face in their line of businesses as well as the technologies used, we created SCADEMY training material to be polymorphic. Through supporting material customization covering various sectors, platforms, technologies, audiences and preparedness levels, we can efficiently satisfy the needs of diverse product lines, and cover their educational needs in the best way possible. In a continuously evolving landscape of software security, it is also essential to keep the curriculum continuously up-to-date; we rely on our strong research expertise to keep up with the latest threats and trends.
- Delivery of the training events has two different aspects: the organization and the training itself.
When organizing a training event, the highest level quality goal is to facilitate the process in the smoothest possible way for all stakeholders, with a focus on effective communication and minimizing the time and resources taken for all stakeholders. We should be part of the solution, and not the problem.

As for the delivery itself, both the material quality and trainer quality are monitored directly, both from participants' and customers' feedback. We are putting remarkable effort into extending our trainer network with experienced trainers having wide professional expertise, and maintaining their both professional and soft skills with continuous education.

- The administration is the metronome of the company. To provide maximal satisfaction of all stakeholders in a scalable way, everything should happen in a timely manner. To this end, tight processes are in place for organization and financing – the administration of these processes is paperless, and is enforced by automatic means. This includes spreadsheets powered by checklists and dashboards that indicate when something becomes due or overdue.

SCADEMY management is dedicated to the above goals and requirements, and is actively involved in providing the necessary environment and the resources to accomplish them. Our standard processes continuously monitor the quality of our services through well-established metrics that include monitoring and rating subcontractors, and improve the quality processes through continuous collection and processing of the feedback on various levels – including participants, customers' management, partners and the trainers themselves.

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