CMA is a six step process



Identitfy mistakes

Combine surveys, on-the-job observation, interviews and data analysis to identify mistakes made in executing a target task or skill in the real world.

Determine frequency and impact of each mistake

Analyze the frequency and impact (cost) of each mistacke to estimate potential return on investment from training aimed at eliminating that mistake.

Prioritize mistakes to identify critical mistakes

Create a Pareto Chart to derive an "80/20" type distribution of the overall business impact from all mistakes to determine how much emphasis is each mistake should recieve in training.

Perform a root cause analysis of the mistake

Perform a root cause analysis on each critical mistake to determine why learners make it.

Create teaching points

The output of a Critical Mistake Analysis is a set of learning objectives that we call "teaching points".

Create training scenarios to address teaching points

Create Goal-Based scenarios where learners are given a mission, or goal, and opportunity to practive trying to achieve that goal in a realistic environment.