

Individual Reflective Summary

This project changed the way I approach everyday problems. At first, I underestimated the complexity behind waste issues on campus. I assumed the problem mainly came from students being careless or the cleaning staff not collecting garbage on time. As we worked through the structured frameworks of critical thinking, I realized how narrow that assumption was. The waste problem at KRMU is not about one person or one department—it is the result of multiple interconnected factors that reinforce each other.

The Fishbone Diagram was particularly important for me. Breaking down the problem into categories like People, Process, Environment, Materials, Infrastructure, and Management made the situation clearer than I expected. It showed me how everything is linked: student behaviour affects the process, lack of infrastructure affects management, and environmental factors make things worse. This was the first time I saw how useful systematic analysis can be.

The 5 Whys technique helped me understand the deeper logic behind root-cause analysis. I often tend to stop after identifying surface problems, but this tool forced me to dig until the real underlying issue became visible. Finding out that the core problem is the absence of a structured waste-management system—not just overflowing bins—was a strong learning moment for me.

The Six Thinking Hats activity built my confidence in idea contribution. I usually think very practically and avoid proposing ideas unless I'm sure they'll work. But the green hat encouraged creativity without judgment, while the black hat made us think critically about risks. This balance helped me understand why good solutions need both imagination and caution.

Working with my teammates also taught me a lot. We divided tasks, shared ideas, and corrected each other whenever necessary. It was one of the few projects where I genuinely felt like every contribution mattered. I also became more aware of biases such as optimism bias and diffusion of responsibility, which I realized affect not only others but me as well.

Overall, this project strengthened my analytical ability, improved my teamwork skills, and made me more conscious about environmental responsibility. I now understand that genuine problem-solving requires patience, structured thinking, and the willingness to challenge assumptions.

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