**ITM 90A Reflection**

ITM 90A/B is our final project where we get to apply all the skills that we have learned over the past couple years. I was lucky enough to form a group with the following members, Ragavi, Kerin, Emil and Anthony. I had become a part of this over the past summer where Ragavi, Kerin, Anthony and I had taken ITM 750 together. We had formed a group for the group project in that course where we all got to know each other pretty well. We worked very well with each other even got recommended by our professor at the time that we should consider doing the capstone together. However, we had already discussed amongst ourselves that we enjoyed working with each other and formed a group over the summer. This was due to the fact that that we all enjoyed working with each other and everyone was responsible with getting their work done accordingly and on time with no issues. Emil was also joined to the group since he was a friend of Ragavi and Kerin and the group limit was 5 members. Working with the group for almost a whole semester, I still enjoy working with all my group members and do still believe that we are a great fit with each other and will work well.

When it comes to our performance as a group, I do believe that we have been doing well, and will continue to. In regard to project time management, I would give our group a 6. This is because our group was very good in terms of managing time and getting tasks done accordingly. Everyone always updated one another in our group chat in regard to what they are working on and when they will have it completed by. This allowed us to keep track of what has been completed, what in in progress, and what is yet to be done. In terms of project quality management, I would give our group a 6 as well. This is not because our quality was perfect, but due t the fact that we had a great system for managing it. Most of our work was done using a google doc which allowed for us to see the work of others in real time, as well as add any inputs if needed. We always ensured that every group member had taken a look at all the documents prior to being submitted, allowing for them to give their okay. Tying back to group time management, we were always responsible for completing our portion of the work the Sunday before they were due. This allowed adequate time for each member to go through everyone’s work and ensure it is to the standard that we expect. In the end, it was usually either Ragavi or Kerin that dealt with formatting and submission. They were always reliable and on top of all the tasks that are asked of. Ragavi was also usually the one who took charge of each assignment and assigned tasks to each group members accordingly. This was great because she had worked will all members of the group before and knew everyone’s strengths and weaknesses. This allowed for us all to showcase the best work possible. When it came to project Human Resource, our group was very helpful and motivating that I must give a 5. No one ever put anyone down in the group. Everyone was always very willing to help one another if there were any questions or confusions in regard to what was required. I was always able to count on my group members to help if I ever needed it. Everyone took the extra effort to ensure that everyone knows what the goal is, and what is required to achieve it. When I had questions in regard to some business process, Ragavi was always there to answer any questions I had, because she knew the business much better than anyone else in the group. During our group meetings, everyone contributed what they had done thus far, and any questions they may have had. Communication amongst our group was definitely great. We all used WhatsApp mainly to communicate with one another. Since everyone has a smartphone now a days, it was not that difficult to get a hold of one another. Everyone usually would respond to messages within a couple of hours at most which was very effective when it came to getting work done. For this reason, I would rate our groups overall communication management at a 7.

In this group, I feel that I have applied myself the best of my ability. If anyone ever had any questions in which I was able to help, I always helped out. I am usually fairly quick to reply to any messages in the group and I feel that my group really does appreciate that. Our project is based on a restaurant by the name of Paisano’s. I felt that I had a decent understanding and knowledge for the business since my brother in law actually owns his very own restaurant/bar in Pickering. I felt that I was able to apply some of my knowledge I had learned from helping him out there and being there from the day that it opened. I felt that the both restaurants had very similar business processes and that I was able to better understand the business. Everyone in the group was usually assigned tasks by Ragavi. I felt that she had a good understanding of everyone and always assigned tasks according to our strengths. I was in charge of creating the BPMN. This was my strength as I had a great understanding for the business and was able to create it with little help. I did however have to make a couple changes as some of the cash out processes were slightly different. This allowed for me to learn and gain more knowledge on the business and their goals. One thing which I noticed that I can improve on is leading and taking on a bigger role when it comes to organizing and dividing the work. I tend to rely on the “group leader” or project manager, Ragavi. I feel that working alongside her will give me a better understanding for the role and responsibilities that come with it.

Our group overall has been doing a great job when it comes to getting the required tasks completed. One thing that our group could improve on is project human resource. This is mainly so that everyone can understand what the goal is and add any input onto what is being asked from them. Although everyone usually asks any questions, they may have to other group members, its rarely to present new ideas. I feel that if everyone were to think outside the box a little and be more open to sharing any thoughts or concerns, they have, it may change the tone a little bit. I felt that there isn’t much else to improve in terms of time management, quality management, and communication. This is because I feel that all group members have been putting their best effort into the tasks that have been assigned to them and kept good contact with all group members. One other thing that is a possibility of improving, is helping Ragavi with dividing the work to each of us. Discussing with her on who should do what, may also help her focus on other tasks.