



BUSINESS OF FOOD RECOVERY

Food Waste Prevention & Wasted Food Recovery in the Foodservice & Restaurant Industry

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About

LEANPAT

- Founded in 2004 and based in Portland, OR
- Focused 100% on food waste prevention in foodservice, hospitality and grocery
- Creators of the food waste smart meter category
- Advocates against wasted food
- Client partners across the U.S. and internationally
- Patented technology (USA)

Top of the Hierarchy



Identify Root Causes



Why do we
waste food?



So We Don't Run Out



It's a problem (“risk”) to run out of food...

...so we make more than we need, **creating waste.**

To Be Safe

We must serve safe food...

...so we establish margins of error (avoiding “risk”),
creating waste.



For Merchandising



Attractive merchandising and big portions may increase customer satisfaction and sales...and we can't “risk” that...

...so we over-merchandise and over-portion, **creating waste.**

To Control Labor

Large batch production helps control labor costs...(reducing “risk” of running over on labor)

...so we produce big batches even if they are less flexible, **creating waste.**



What Should We Think About This?

- There are **multiple valid priorities** & high stakes
- But we can improve **operational efficiency** without failing to maintain **customer satisfaction**, safety, or choice



We Must Put “Food Waste” On the Foodservice Scoreboard



Use Food Waste as a Critical Control Point

What Can We Learn
From Our Trash?

A whole lot!

Your “trash” reveals things your
business can be improving.



Measurement is the Key

Find out what is being wasted and why, so teams can...

Understand & Improve

- Understand the waste
- Set goals
- Track improvement

Change Team Behavior

- Engage employees
- Raise awareness
- Celebrate progress



Tech-Enabled Measurement Tools



KITCHEN



TRACKING STATION



SERVERY



GARBAGE / DISPOSAL

JANUARY 29, 2015

9:22 AM

Review & Send Your Report

WEIGHT

LB

27.6

Value of Loss
\$31.00



Quantity:	1.0	EDIT
Event Order# (Optional):		ADD
Food:	Vegetables	EDIT
Reason:	Overproduction	EDIT
Container:	4-inch Plastic	EDIT
Station:	Salad Bar	EDIT
Daypart:	Dinner	EDIT

Send Report

Staff learning opportunity:
the value of wasted food.

Top of the Hierarchy



Prevention Data Supports Recovery

Connect available excess food with demand in real-time:

- **Alert food recovery marketplaces** about excess food availability
- **Convey the exact amount of food** available
- **Convey the precise type(s) of food** available
- **Convey the condition of the food** available

LEANPATH TRACKER

 ABBY D

JANUARY 29, 2015

9:22 AM

Daypart

1 - 1



WEIGHT

LB

27.6

Compost

Donation

Landfill

Other

2

Food: Vegetables >

Reason: Overproduction >

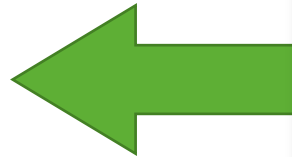
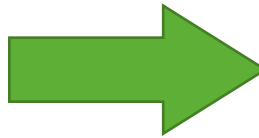
Container: 4-inch Plastic >

Station: Salad Bar >

Disposition: >

0 MESSAGES



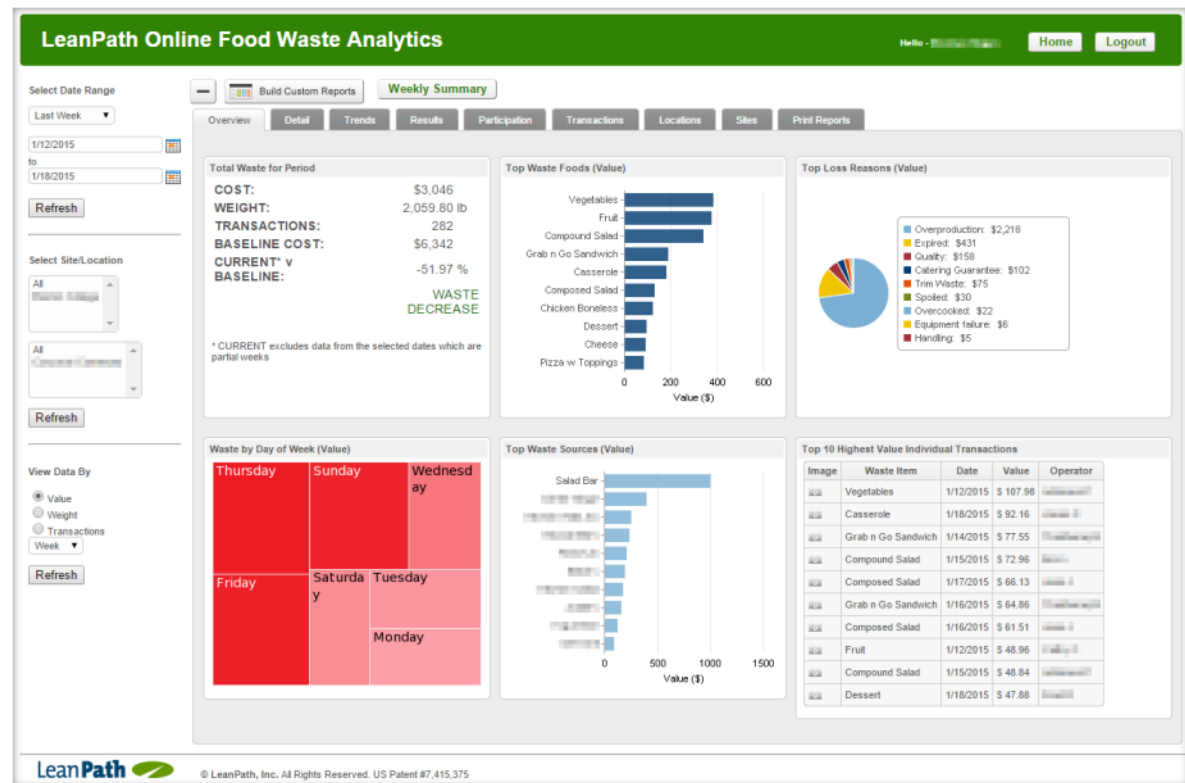


Food Recovery Marketplace

Donation Ledger Supports CSR & Tax Reporting

Obtain accurate records of donations

- Amounts
- Types
- Value (\$)
- Time & date

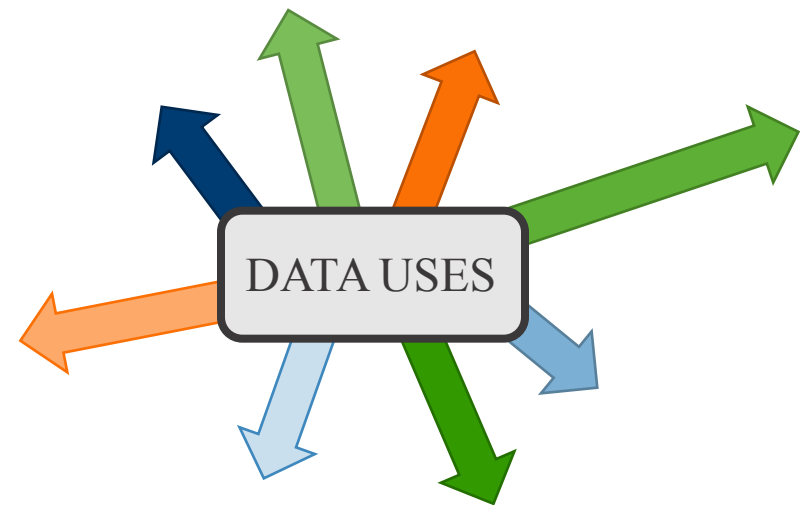


Tension?



Common Element: Information

- Prevention depends on **information** about waste patterns derived from empirical findings
- Donation requires sharing **information** about food availability, bridging supply and demand and reporting on outcomes



Data Drives Prevention; Which Reduces Recurring Recovery Items

- Changes to production levels and methods
- Changes to purchasing par levels, packaging, and products
- Changes to menus and catering order guides to eliminate waste-making options or streamline inventories
- Modifications to individual behavior, matching the plan more closely with the execution

However...

- There's a lot of wasted food to prevent before we run out of recovery opportunities
- Many operations don't have recurring recovery items to eliminate. Every day is different:
 - Daily specials don't sell.
 - Guests fail to appear in anticipated numbers for a seated banquet.
 - Weather impacts customer choices.
- Those with recurring waste often have a reason for it which cannot be immediately resolved
- Some volume of excess edible food will typically exist as part of the "risk premium" associated with food production and merchandising decisions

Message Clarity

- We need to communicate clearly to staff about the relative priority for prevention and donation.
- We don't want front line workers to view donation as an independent goal, something which requires additional production.
- Similarly, we don't want the act of donation to absolve people of responsibility for decisions which lead to wasted food.
- Donation does not make excess production “OK.”



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