

CASE STATEMENT: REDUCING FOOD WASTE

Mentor Graphics and Bon Appétit Management Co.

Mentor Graphics is based in Wilsonville, Oregon and offers electronic design automation that helps companies develop better electronic products, such as boards and chips, faster and more cost-effectively.

Their food service partner, Bon Appétit Management Company, offers full food service management to corporations, universities, museums and other specialty venues. Bon Appétit operates more than 1,000 cafés in 33 states. Their chefs cook from scratch, including sauces, stocks and soups and are widely recognized as pioneers in sustainable and environmentally friendly food service practices.



The Opportunity

Bon Appétit understands that food waste is a major contributor to climate change and recognizes that when food is wasted, so is all the energy that goes into growing, harvesting, transporting and cooking the food. Mindful of this challenge, the company has worked to reduce food waste since opening their doors in 1987.

**Food Waste
Stops With Me**

The Process

From 2007 to 2016, Bon Appétit tested and piloted a variety of waste tracking programs in their operations across the county before deciding they would develop their own chef-centric, easy-to-use, waste-tracking system. They created Waste Not 2.0 (formerly On Track), a kitchen waste tracking program that allows their chefs to get to the root causes of food waste by closely monitoring patterns in their kitchens. The patent-pending program operates without using scales, instead the kitchen staff separate and report their waste according to why food is being wasted (for example: spoilage, overproduction) and show how visually full containers are with food waste to get that estimated weight. The process allows employees to track estimated weight (on average within 5% of the actual weight), volume, type of waste, where it comes from and why it wasn't used.

In addition to the Waste Not system, Bon Appétit's staff are trained on food waste prevention, including training for the prep crew that emphasizes knife skills to ensure they get the most out of each piece of food. They prepare meals in batch orders to ensure they have a near exact measure of what will be used, and they use snout-to-tail and stem-to-root cooking techniques that ensure each edible component of their ingredients are used in dishes. What can't be part of an entrée may become a stock, sauce or soup.

The Results

Chefs in Bon Appétit kitchens have used the Waste Not program and other practices to increase their awareness around food waste. The analytics and reports made possible by Waste Not helped them determine what was being thrown out on a daily basis and ultimately changed their entire approach to the café's Grab 'n Go items. As a result, production is based on daily demand, so Bon Appétit has changed the menu to reflect insights made available by Waste Not and they've cut their Grab n' Go related waste by 50%.

