

PRE-CONSUMER FOOD WASTE IN THE OSU DINING SERVICE

DSN 4200 final report
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WHAT WE LEARNED

PROJECT OBJECTIVES

01

05

CO-DESIGN

FOCUS & SCOPE

02

06

INSIGHTS

SECONDARY RESEARCH

03

07

DELIVERABLES

PROJECT TIMELINE

04

08

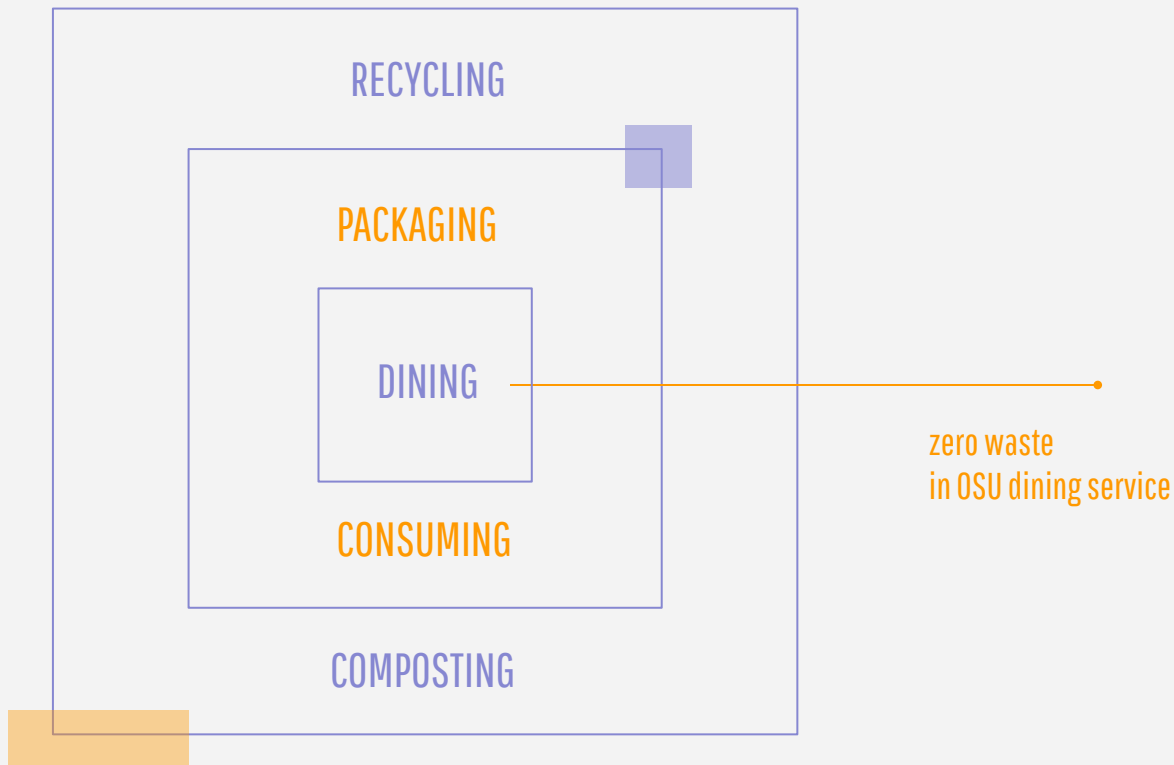
REFLECTION

01

OBJECTIVES

- ◀ To identify food and material waste in the food preparation process at OSU dining services.

FOCUS & SCOPE



3

SECONDARY RESEARCH



Bio-Digester and Pulping
System at the OSU



Zero Waste Project at the OSU
Dining Service



Upcycle Organic
Waste Project at
the OSU

3

SECONDARY RESEARCH



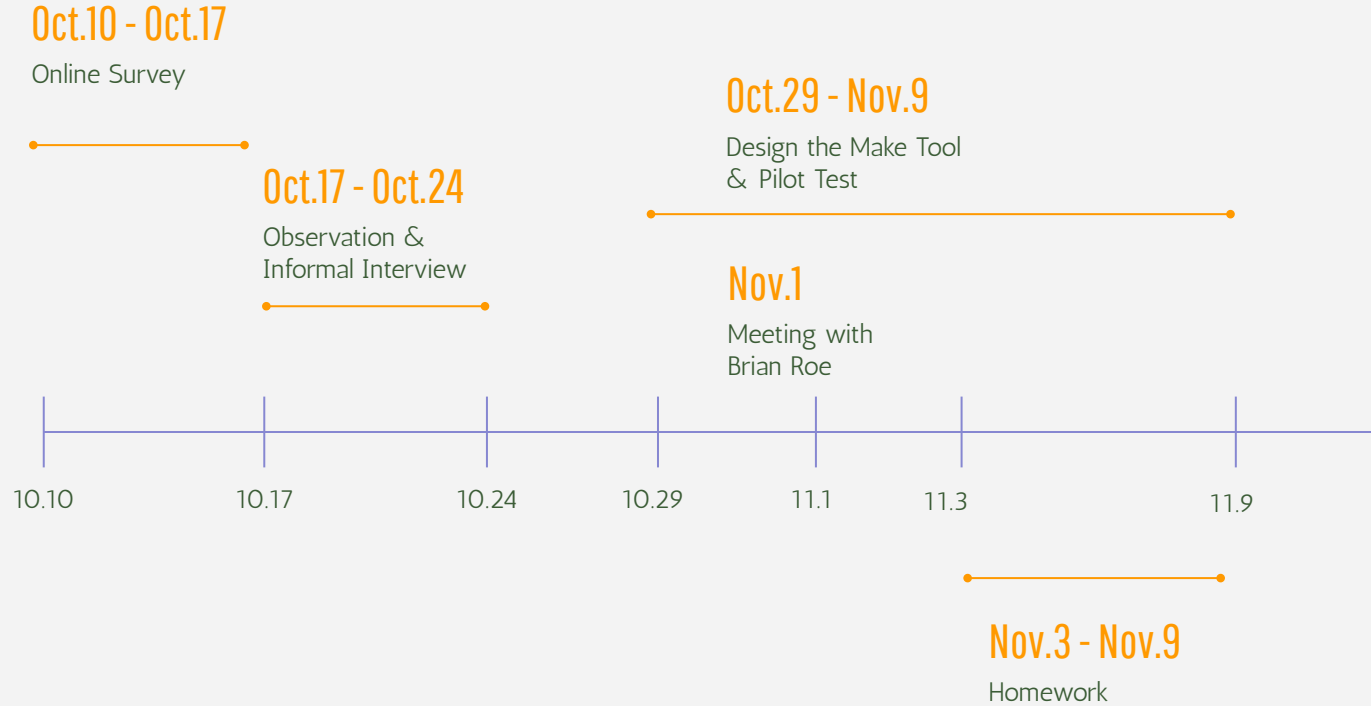
Food Saving Projects in
German and Japan

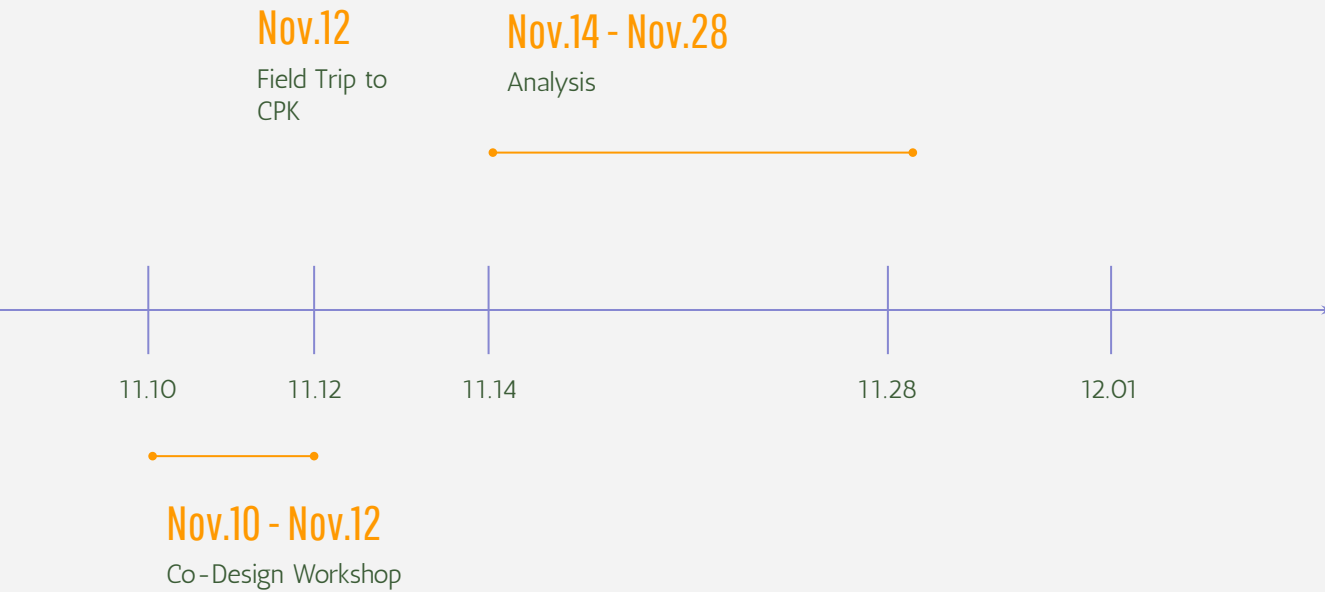
Best Food Forward
Project at the OSU



Winnow Food Waste
Tracking Systems

OUR TIMELINE





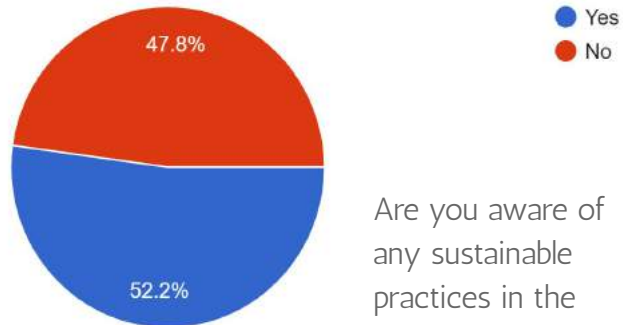
Final
Presentation!

04

OBSERVATION

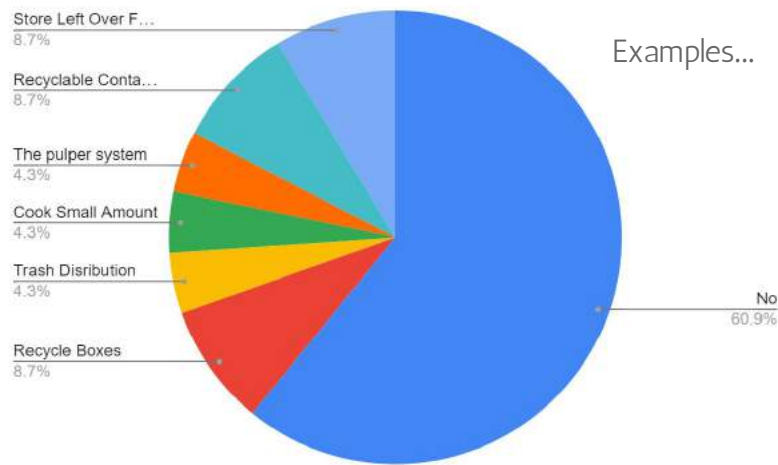
KEY FINDINGS

1. Mistakes get made regularly.
Food waste is often a consequence.
2. Plastic packages got thrown away though they could have been recycled.
3. Specific and simplified tasks allow the workers to be as efficient as possible.
4. Lots of waste comes from food packaging. Wrapped food in plastic throw-away containers.
5. The time of day is very influential for how busy the employees are.



Are you aware of any sustainable practices in the dining system?

Online surveys were spread to student employees working/having worked in OSU dining services.



ONLINE SURVEY

What places do you think the most waste happens?

Leftover food at closing time.

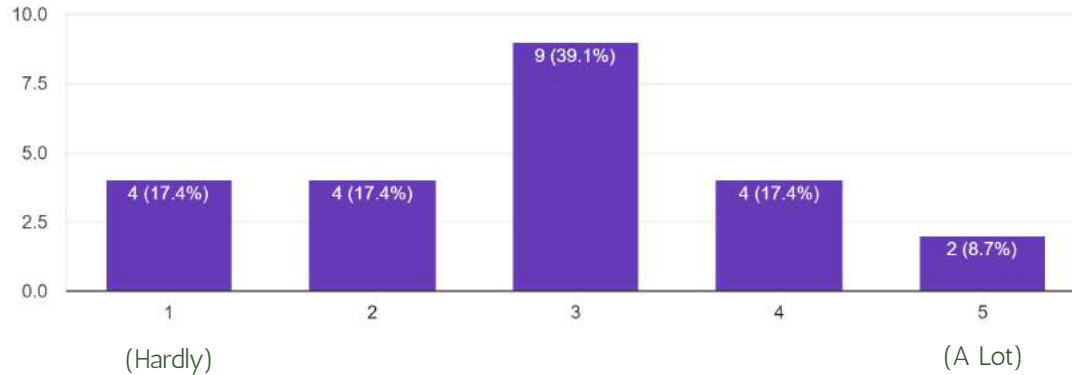
Post-Consumer Waste.

Food making procedure.

Disposable Tableware.

Plastic package.

On a 1 - 5 scale, how often do you think of zero-waste during your shift?



ONLINE SURVEY

07

CO-DESIGN

CURL MARKET

Elyssa student cook | 12 months

John student cook | 12 months

SCOTT THE TRADITION

Billy student cook | 18 months

Timmy student manager | 48 months

COURTSIDE CAFE

Amy student cook | 3 months

Seven student manager | 26 months

07

CO-DESIGN

SECTION 2



The participants were questioned about their motivations while working at OSU Dining Services. We offered a variety of different motivations as well as the ability to think of their own. We asked them to organize these motivations in the form of card-sorting based on what they thought would and wouldn't work.

CO-DESIGN

The participants were encouraged to come up with their own solutions for reducing food waste in their respective dining service locations. They were free to use any medium they desired in order to communicate their ideas.

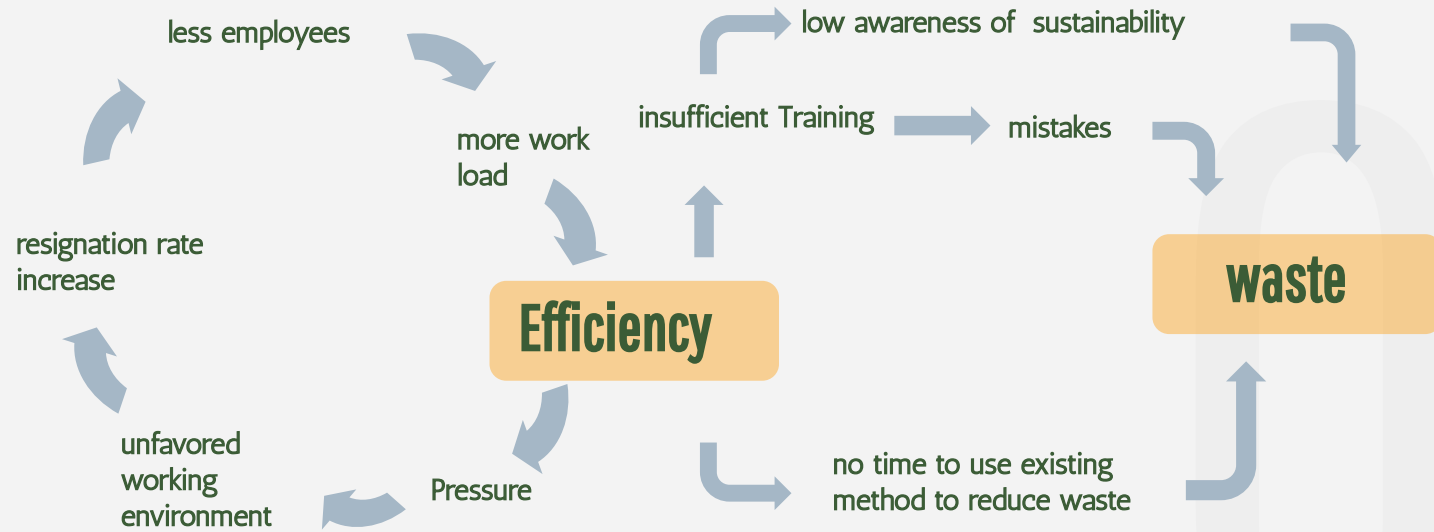
ANALYSIS



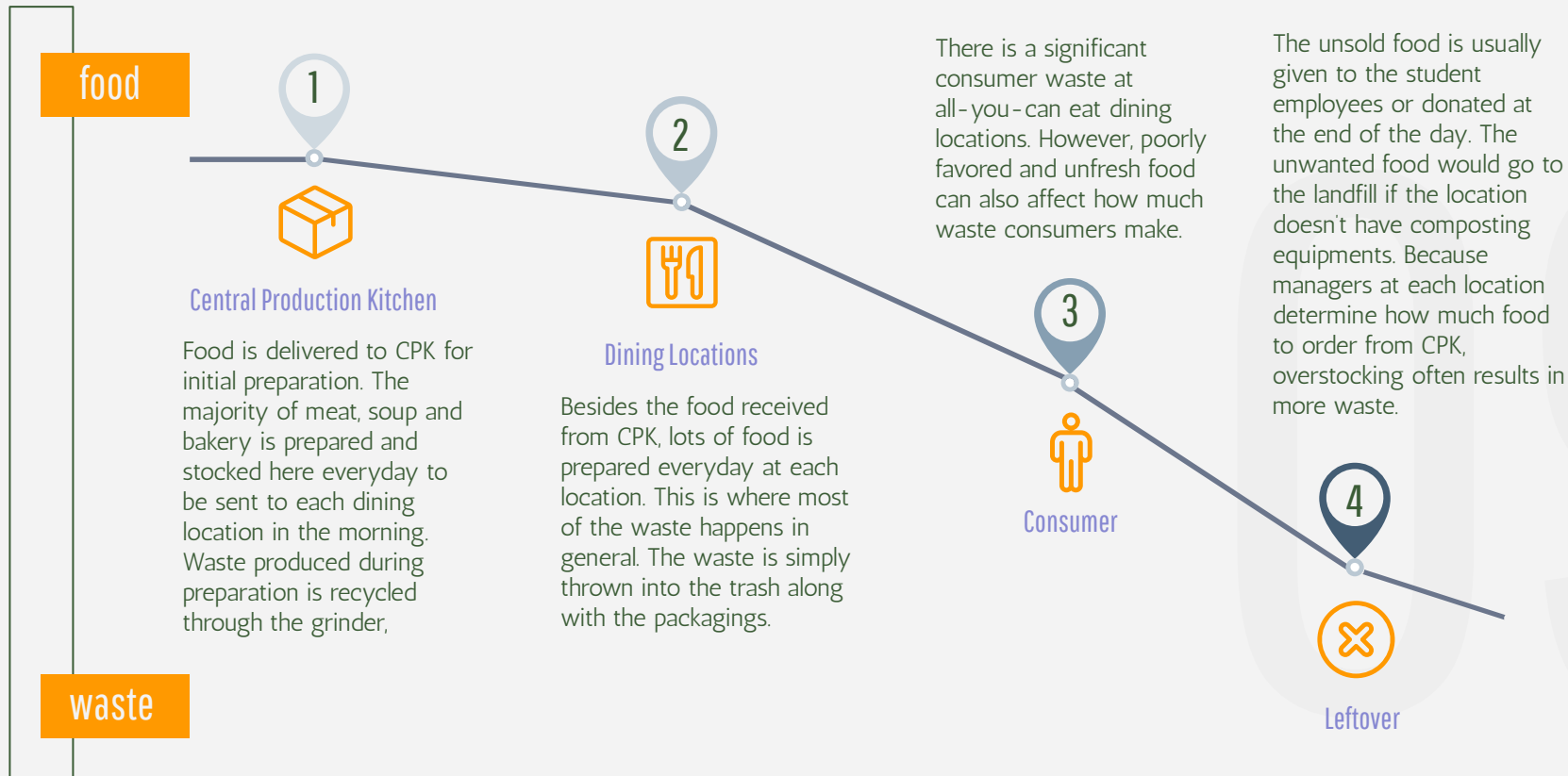
INSIGHTS

- The school is planning to install more machines in order to reduce the food waste that would go to the landfill instead of reducing the waste in food preparation.
- It is hard for employees to distinguish between necessary and unnecessary pre-consumer waste. Although some waste during food preparation is unavoidable, certain waste areas can be prevented.
- It is hard for student employees to be mindful about the waste produced in the kitchen since the efficiency is prioritized because of lack in workers.
- Managers are responsible for most decisions made in dining location including how much food should be ordered and produced, and whether to throw away leftover food or not.

Big Picture



FOOD JOURNEY MAP



PERSONA

No efficiency training

Stressful environment

No teamwork

I'm Xiaoling, I'm a student cook assistant working at Courtside cafe.

I just started my job for 2 months. It's kind of hard to get started. Even though I have some experience now, I still feel I have a lot to learn. I need to take responsibility for a whole station by myself. I need to deal with different customized requirement. It's easy to make mistakes. Especially at rush hours, the orders will pile up. I have to make food very quick and make sure I make it right. It's kind of stressful.

I got some online training after starting the job. It's all about safety, but no practical skills. I understand kitchen safety is important, but I have practically already forgotten everything.

I like working on campus because of its convenience; however, sometimes I feel a lack of motivation. I did not get any feedback or reward for performing well.



PERSONA

Hard to get promotion

Not reasonable responsibility
distribution

Short of staff

I'm David, I'm a student lead working at Scott.

I have worked at Scott for 1 year. I'm familiar with every process in the kitchen.

I'm eligible to apply for a manager position. However, I'm still hesitant to apply for it. Being a manager means to have more responsibility, and do more work. However, the salary will only have a raise of 1 dollar. Also, before becoming a manager, I have to pass a lot of tests. Those tests will take-up a lot of time.

However, if I don't get a promotion, there's not enough reason to keep working in the dining service. It won't help enrich my resume.



PERSONA

High turnover rate

No motivation

No teamwork

My name is Andrew, I'm a student manager working in Curl Market.

I've worked in Curl Market for 2 years, but recently I've made plans to quit the job because I increasingly feel tired and lonely when I'm working. There is a large turnover rate and I don't know a lot of the people in my shifts. Also we are in short of people. Sometimes I even need to finish a shift by myself. I really enjoy working in a team and I hope everyone in the team can become friends and help each other. However, it is difficult to have good teamwork under these circumstances.

Also, I used to try to save as much food as possible. However, recently I found I don't have any motivation to do so. I don't get any reward or compliment by saving food. And it would lower my working efficiency.



SOLUTIONS



Raise wage

Differences in wage depends on different responsibility. Employees with larger responsibility and more work load deserves more.



Listen to your employees

Pay attention to grassroots employees' opinions. They could be valuable for further improvement of the working system.



Redesign the floor plan

A well-designed floor plan can enhance the connection between workers, thereby creating a harmonious working environment.





THANK YOU

CREDITS

- ◀ Presentation template by [Slidesgo](#)
- ◀ Icons by [Flaticon](#)
- ◀ Infographics by [Freepik](#)