

**UNIVERSITI TEKNOLOGI MARA**

**THE ISSUES OF FOOD WASTE  
MANAGEMENT: A CASE OF THE FAST  
FOOD RETAILERS IN MALAYSIA**

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Computing Project submitted in partial fulfillment  
of the requirements for the degree of  
**Master of Science in Information Technology**

**Faculty of Computer and Mathematical Sciences**

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## **AUTHOR'S DECLARATION**

I declare that the work in this Computing Project was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as reference work. This Computing Project has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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## **ABSTRACT**

This thesis discusses on the food waste. Food waste is referring to the food loss which is occurred when the food is discarded or lost or uneaten by the customers. Basically the causes of the food waste are numerous and occurs during the production stage, processing stage and the consumption stage. The main focus is the issues in the food waste and how the technology can help the retailers to manage the food waste. So, the objectives of this research are to identify issues of food waste in fast food industry and to describe the current situation of food waste in Malaysia. In order to achieve the objectives of this thesis, the methodology used is qualitative approach which is by conducting the interviews with fast food industry manager. The selected retailers are Kentucky Fried Chicken (KFC) and Mc Donald (McD). For the interview done, there are four themes has been focused on. They are from management, awareness, technology and the wastages of food. Besides, the issues in each themes are able to discover by using the method of supply chain management. Then, in order to analyze the data obtained, the value chain analysis is being used to analyze the data. From the data analyzed, there is recommendation provided in order to help the retailers to reduce this issues by using the ICT.

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## **TABLE OF CONTENTS**

	<b>Page</b>
<b>AUTHOR'S DECLARATION</b>	i
<b>ABSTRACT</b>	ii
<b>ACKNOWLEDGEMENT</b>	iii
<b>TABLE OF CONTENTS</b>	vi
<b>LIST OF TABLES</b>	vii
<b>LIST OF FIGURES</b>	viii
<b>CHAPTER ONE: INTRODUCTION</b>	
1.1    Introduction	1
1.2    Background of Study	1
1.3    Problem Statement	2
1.4    Research Question	3
1.5    Research Objectives	3
1.6    Scope	4
1.7    Significance of Study	4
<b>CHAPTER TWO: LITERATURE REVIEW</b>	
2.1    Introduction	5
2.2    Food Waste Description	5
2.3    Food Waste Causes and Prevention	6
2.4    Food Security	10
2.5    Food Waste Framework and Hierarchy	11
2.6    Food Waste Effect	13
2.7    Food Waste Statistic in Malaysia	15
2.8    Food Technology	16
2.9    Food Supply Chain Management	19