

## Process reliability, quality assurance and sustainability **in upmarket catering**

The company Familie Wiesner Gastronomie has been a valued partner of Testo Solutions GmbH since 2021. The family business offers a variety of creative gastronomic concepts in around 30 restaurants throughout Switzerland. The digital food safety management system testo Saveris helps to maintain defined processes and ensure the highest standards of quality and sustainability.



Daniel Wiesner is Co-Lead Strategy & Innovation and is responsible for the gastronomic concepts of Familie Wiesner Gastronomie. All the restaurants are characterized by a deep passion for authentic details. Sophisticated lighting and sound technology also help to ensure that guests have the best possible experience, as here at Nooch Asian Kitchen on Badenerstrasse in Zurich.

Innovative and creative restaurant concepts – when you enter one of the 30 or so restaurants run by Familie Wiesner Gastronomie AG (FWG) in German-speaking Switzerland, you immediately notice that quality is the top priority in every respect. Based in Dübendorf, FWG is one of the most important catering companies in Switzerland. With around 900 employees and a turnover of 97.6 million Swiss francs in 2023, FWG operates in several cities in German-speaking Switzerland and offers a wide range of international culinary experiences.



### Unique catering concepts with an eye for detail

Under the FWG umbrella, you'll find various restaurants that stand out from the crowd, with creative concepts that are sometimes unconventional, but always authentic. The Nooch Asian Kitchen brand, for example, serves authentic Asian dishes with a focus on fresh, homemade noodles. At Negishi Sushi Bar, guests can enjoy sushi creations in a relaxed atmosphere, while at Miss Miu, Korean cuisine is served in a modern, burlesque-style setting. Last but not least, the Outback Lodge offers traditional Australian cuisine in a rustic, authentic setting. What all the venues have in common is a strong sense of individuality and attention to detail in their décor, with considerable effort and care put into both the decoration and the lighting and sound technology.

### Sustainable practices as a core principle

FWG has a strong commitment to sustainability and social responsibility and has consciously integrated these goals into its corporate strategy. To reduce food waste, FWG focuses on precise planning and coordinated portion sizes. Raw materials are sourced locally and seasonally as much as possible to minimize environmental impact. For example, all beef, pork and chicken is sourced from Switzerland. Sustainability is also a priority for other animal products, such as shrimp. Naturally, FWG plays an active role in recycling initiatives. The company also maintains partnerships with social organizations to promote sustainable projects and fulfil its social responsibility. Last but not least, the economical use of electricity and water plays an important role in sustainability.



### Processes are fundamental to creating a positive customer experience

Efficient processes are essential for the smooth day-to-day operation of FWG's high-quality restaurant concepts. Standardized procedures and clear processes ensure efficiency and quality control in the kitchen, which in turn guarantees the reproducibility of positive customer experiences.

The Wiesner family members who run the business therefore face a number of challenges, from sourcing fresh ingredients to logistics that require precise planning to minimize food waste. Another key aspect is staff management: FWG's 900 or so employees receive continuous development and training, some in highly specialized areas. Keeping knowledge up to date and providing training helps to retain talent for longer in an industry that traditionally has a higher turnover rate than others.

### Consistent quality and transparency

Testo Solutions is proud to have supported Familie Wiesner Gastronomie AG in ensuring their quality assurance processes since 2021.

In the incoming goods department, the testo 104-IR BT infrared penetration thermometer ensures that particularly sensitive items such as fresh fish and vegetables are always delivered at safe and permissible temperatures. The instrument's data is automatically transmitted via Bluetooth. Another key element is the control unit, a powerful tablet that guides staff through defined processes, alerts them to deviations and prompts them to take pre-defined corrective action. All data is securely stored and synchronized in the cloud. The dashboard provides a transparent view of the data, which can be accessed anytime and anywhere, for example by the head office or the quality manager.



In addition to free fatty acids, various chemical reactions during frying produce mono- and diglycerides, polymeric triglycerides and oxidative degradation products such as aldehydes and ketones. These are collectively known as Total Polar Materials, or TPM, and are used as a measure of the degree of fat degradation. Food fried in used oil quickly develops a dark crust and also absorbs a significant amount of fat. French fries, for example, become hollow inside. By (partially) replacing the oil in good time, FWG ensures that the quality of the fried food is maintained. At the same time, optimal use of the oil ensures the best possible cost efficiency without compromising on quality. Thanks to reliable and seamless monitoring from anywhere, at any time, Testo Solutions enables proactive management of food quality and safety at Familie Wiesner Gastronomie AG.

For more information please visit [www.testo.com/solutions](http://www.testo.com/solutions)