
The secrets of an impactful business

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“Innovative products and excellent service” is how Johannes Kloess, Operations Director at Galileo Watermark, describes his business. Here, in his own words, he dives further into what makes him, and the company at large, tick.

On forecasting trends

[Galileo Watermark](#) has been designing and supplying amenity kits for the aviation industry for more than 30 years, so we have a lot of experience which we use in our proposals.

Passengers are becoming more environmentally aware and they will be expecting airlines to change accordingly. Our innovation teams have been working hard on developing environmentally friendly solutions for onboard amenities, meal service and textiles products. We have been developing a range of products that are recyclable or made from biodegradable materials.

Specifically, in the amenities market, we are using our expertise and industry knowledge to help airlines reduce waste and enhance the customer experience. For example, by offering fewer, higher-quality products, more products are used and retained by the passenger to enhance their onboard experience.

On the evolution of the industry

Having previously led procurement and operations in the cosmetics and retail industries, I am used to very high standards in terms of supply chain, quality, testing and deadlines – there is no room for error. I was delighted to find the same non-compromise approach and standards were also upheld in Galileo Watermark and by our customers.

The market is still consolidating further which increases competition, requiring suppliers to raise their game. The successful players will be those that can truly innovate, not just through product development but also through work practices. The best results come through collaboration and integration into the design and development process from the outset, as well as by bringing something new to the table, which we always do at Galileo Watermark.

The skills I developed through my retail experience come to great use, as airlines are expecting even faster turnaround times from their suppliers. They rightly demand the very best prices and quality of product.

On his most notable project

Galileo Watermark are design innovators. There are so many examples to choose! However, I am most proud of our [OCN product](#) range and the work we are doing to expand the use of ocean recycled plastics into a wide range of products. Not only will this change the industry, it has the potential to change the world.

A shocking 8 million tonnes of plastic (and growing) makes its way as waste into the ocean every year, and the aviation industry is a significant contributor to plastic waste. Galileo Watermark has long wanted to make a difference. OCN is our new cosmetic range that uses reclaimed and repurposed plastic from our oceans, seas and waterways to create plastic cosmetic packaging. Our cosmetic OCN range is the first item in our collection of ocean recycled plastic products. Textiles and hard plastic suitable for meal service will follow soon, as well as products outside the aviation industry.

On the true meaning of success

Success, for me, is having a positive impact on the lives of others, something my parents instilled in me from a young age. Through my actions I try to benefit my team, colleagues, our suppliers and customers, as well as subsequently their customers. I am fortunate to have a great team that enables me to focus on constantly improving the way we work, to look for efficiencies, to discover how to do things in a more meaningful way and to bring benefits to everyone who encounters our products.