

Marvin is a family-owned and operated enterprise headquartered in Warroad, Minnesota. Founded in 1912 as a lumber and cedar business, the company expanded into window and door manufacturing in 1939. Now led by the fourth generation of the Marvin family, the organization is widely recognized as a leading manufacturer and wholesale provider of windows and doors and employs more than 7,000 people across North America. Marvin products are distributed nationally through independent dealers and are also exported internationally.

MARVIN



Manufacturing

INDUSTRY

~7,000

EMPLOYEES

RMIS, EHS

ORIGAMI RISK SOLUTIONS

At a glance

CHALLENGES

- Varied safety and incident reporting processes across locations.
- Investigation and corrective action information captured in different formats, making follow-up and visibility difficult.
- Manual OSHA reporting required reconciling data across sources.
- Complex administrative workflows for claims, COIs, licensing, and routine vehicle record updates.
- Claims management and TPA submissions dependent on manual steps.
- Time-intensive quarterly fleet verification processes.

SOLUTIONS

- Standardized incident reporting and investigation workflows.
- 5 Whys root cause analysis and corrective action management.
- Automated claim initiation and TPA exports.
- Centralized COI and licensing tracking with automated reminders.
- Streamlined vehicle/garaging verification workflows.
- Employee status-change automations across risk, fleet, and other processes.
- Integrated dashboards and enterprise business intelligence reporting.

OUTCOMES

- Consistent incident reporting across all sites.
- Streamlined claim initiation and TPA data feeds.
- Automated vehicle verification workflows that replace time-consuming manual effort.
- Clearer accountability through dashboards for investigations and corrective actions.
- Centralized certificates of insurance (COI) and licensing governance.
- Improved OSHA documentation and audit readiness.
- Organization-wide visibility into safety and risk trends.

Building consistency across a growing enterprise

With more than 7,000 employees across manufacturing, distribution, sales, and service locations, Marvin needed a unified technology foundation to support its risk and safety programs. Before adopting Origami Risk, processes across these areas varied, using paper forms, a legacy Access database, spreadsheets, and other tools. As the company grew, these differing approaches made it difficult to analyze and compare data from across sites, efficiently initiate claims, and coordinate investigations and corrective actions.

Origami Risk now provides the RMIS and EHS solutions Marvin uses for risk, claims, and safety workflows across a growing footprint that includes 15 manufacturing plants, four distribution centers, retail locations, and a nationwide field-service workforce. The Origami Risk platform serves as a central source of truth for incident data, investigations, claims, and other risk-related processes, helping Marvin streamline operations and continue strengthening its safety and risk management programs.

“Origami Risk gives us a single system to capture incidents, investigations, and corrective actions across all our sites. It’s become the backbone of our safety and risk programs.”

Marti Severs

Director, Enterprise Health and Safety,
Marvin

Improving safety reporting and investigations

Marvin uses Origami Risk to standardize incident intake across all locations. Employees across roles — from production floor workers to supervisors, EMTs, and client site service workers — complete consistent forms for injuries, property damage, PIV incidents, near hits, and patient care. Photo and document uploads provide clearer context from the start, while safety staff can review investigations, return them for clarification, or initiate additional follow-up as needed.

For root cause analysis, Origami Risk’s 5 Whys functionality — augmented with organization-specific questions — supports stronger and more consistent investigations. Corrective actions are assigned directly

within the system, with automated notifications and dashboards showing outstanding, overdue, and completed items. This visibility helps reinforce accountability and provides consistent, comparable data across sites.

Marvin’s safety team also redesigned a near-hit form with improved usability, stop-work indicators, and severity fields, helping employees more easily report potential risks and giving leaders clearer insight into serious or potentially serious events.

Streamlining claims and compliance workflows

Origami Risk centralizes Marvin's claims processes. Incident records are reviewed and, when appropriate, flagged for submission to the company's TPA via automated exports that run multiple times per day. Daily claim imports from the TPA keep records synchronized, while additional information entered in Origami Risk remains the source of truth.

Marvin also uses Origami Risk to manage COIs and licensing requirements for its vendor relationships and Infinity Replacement retail and installation operations. These records were previously tracked through manual, decentralized workflows. Today, automated reminders notify staff of upcoming expirations, improving oversight and reducing the workload associated with repetitive administrative tasks.

Automating fleet and employee data processes

Fleet oversight is another area where Marvin uses Origami Risk to streamline processes. To reduce manual entry and ensure consistency of information, an integration with a third-party application pulls vehicle data into Origami Risk. A quarterly garaging verification workflow then automates the process of updating license plate and tab information, identifying decommissioned assets, and validating other key details — replacing a manual workflow that previously required months to complete.

Employee data feeds from Marvin's HR systems populate employee records daily. When an employee's status changes (e.g., moving to a different role or leaving the company), Origami Risk identifies linked assets or responsibilities, such as vehicles, COIs, or contract assignments, and notifies the appropriate team that reassignment is needed. This helps reduce the risk of orphaned tasks or unassigned records.



Driving visibility through dashboards and enterprise reporting

Origami Risk dashboards give Marvin greater visibility into assets, investigations, corrective actions, and incident trends across locations. To expand enterprise analytics, an integration sends data from Origami Risk to Marvin's third-party business intelligence platform, where it is combined

with enterprise-wide operational and quality metrics to create unified, cross-functional views for leadership. Together, these tools support more informed decision-making and help Marvin monitor safety and risk performance across the organization.

A stronger foundation for risk and safety management

By unifying risk, claims, and safety processes using Origami Risk, Marvin has achieved:

- Consistent, comparable incident reporting across all sites.
- Faster, more reliable claim submission.
- Automated vehicle verification workflows that improve accuracy and save time.
- Greater accountability for investigations and corrective actions.
- Centralized COI and licensing tracking.
- Improved OSHA recordkeeping readiness.
- A more complete and actionable data foundation for leadership.

Origami Risk enables Marvin to connect key operational workflows across functions, providing the visibility and structure needed to support a growing, distributed organization.

What's next in the partnership

Having recently rolled out a redesigned near-hit form, Marvin continues to build momentum around data-driven safety and risk management. The company is planning to expand Origami Risk access across operations to improve workflow continuity across shifts and locations. Additional priorities include integrating LMS training data into employee profiles, enhancing enterprise dashboards, and exploring AI capabilities for pattern detection and insight generation.

As Marvin grows, Origami Risk will remain central to supporting consistent reporting, clearer accountability, and a stronger, more proactive safety culture.



About Origami Risk

Origami Risk empowers leaders in insurance, risk, and safety with a purpose-built, cloud-native platform that optimizes workflows for better data, better insights, and better collaboration. Through highly configurable solutions integrated on a single platform, Origami Risk supports the management of the full lifecycle of risk, from prevention to recovery — helping the experts reduce harm and loss, and respond more rapidly and effectively when it happens. Grounded in continuous innovation and a foundational focus on client success, Origami Risk is trusted by leading organizations to enable greater resilience as they build for the future.

For more information, visit origamirisk.com.

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