

CASE STUDY | DOOR SYSTEMS MANUFACTURER

A leading Door Systems Manufacturer, founded in the 1920s, revolutionized the industry by inventing the first upward-acting door and electric door opener. Today, this pioneering manufacturer operates through three divisions and seven distinct brands, producing a comprehensive range of integrated door and operator systems for residential, commercial, and industrial applications. With over 4,000 employees across 16 manufacturing facilities and 78 regional sales, service, and installation centers, the company provides end-to-end solutions from design and manufacturing to distribution, installation, and ongoing service.



16
MANUFACTURING
FACILITIES SITES

78
REGIONAL
CENTERS

4,000+
EMPLOYEES



Streamlining data collection and reporting

CHALLENGE

When the organization's current risk manager joined the company in 2016, critical safety and risk data was fragmented across multiple sources, including Excel spreadsheets, paper files, legacy programs, and separate ERP systems. The labor-intensive incident reporting process required over two hours to complete, with staff performing duplicate data entry and manually sending up to 10 separate notification emails for a single incident.

SOLUTION

The organization implemented Origami Risk's integrated RMIS platform, incorporating OCR scanning capabilities, automated TPA claims feeds, HR employee interface integration, anonymous incident reporting portal, and certificate of insurance management.

OUTCOME

The automated system transformed incident reporting efficiency, reducing processing time from over two hours to approximately ten minutes. Automated investigation workflows and streamlined communication channels have saved facility staff countless hours each month while improving data accuracy and completeness.

Driving safety improvements through data

CHALLENGE

Operating both manufacturing facilities and construction services created distinct safety challenges across the organization's divisions. Manufacturing operations required oversight of controlled environments with repetitive processes, while construction activities involved variable conditions with minimal supervision, each demanding different safety approaches and expertise.

SOLUTION

The organization implemented weekly dashboard reporting in Origami Risk with over 50 performance metrics, including recordable incidents, time between incidents, and year-over-year comparisons. Risk management developed facility-specific benchmarks using retained claims costs relative to headcount and revenue, enabling identification of locations needing additional resources.

OUTCOMES

This data-driven approach has yielded dramatic improvements: a 65% reduction in recordable incident rate, 50% reduction in lost time rate, and 30% reduction in retained claims costs. When analytics identified a high-risk facility, management approved a dedicated safety resource, resulting in an 80% reduction in claims within two years. The program has elevated safety to a weekly executive-level discussion, with leadership actively engaging in incident prevention and resolution.

30%

REDUCTION IN RETAINED
CLAIMS COSTS

50%

REDUCTION IN LOST TIME RATE

65%

REDUCTION IN
RECORDABLE INCIDENT RATE

80%

REDUCTION IN CLAIMS

Preventing incidents through leading indicators

CHALLENGE

The organization's manual reporting system captured only 40–50 near-miss incidents annually, limiting their ability to identify and address potential hazards before they resulted in injuries. Leadership recognized the need to shift from reactive claims management to proactive risk prevention.

SOLUTIONS

The organization leveraged cultural change combined with risk and safety technology, including comprehensive reporting of near-misses, unsafe acts, and unsafe conditions. This system enables safety teams to identify emerging risks and allocate preventive resources, such as improved machine guarding, based on leading indicators rather than waiting for incidents to occur.

OUTCOMES

Near-miss reporting increased to 100 reports monthly, providing crucial insights for preventing serious injuries. The ability to demonstrate proactive risk management and connection of Serious Injury or Fatality (SIF) precursors has strengthened insurance renewal discussions. The program's 30% reduction in retained claims costs has created additional capital for reinvestment in safety improvements, supporting the organization's commitment to workplace safety.

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.