

## MARVIN'S QMS REVIVED IN PREPARATION FOR ISO 9001:2015 CERTIFICATION

**ABOUT MARVIN WINDOWS (INTEGRITY WINDOWS).** Marvin, located in Roanoke, Virginia, creates and manufactures premium fiberglass composites for mid- to high-end commercial and residential windows and doors. Marvin grew out of a lumber company founded in Warroad, Minnesota, over 100 years ago by George Marvin. It is now run by fourth-generation members of the founder's family and employs more than 5,500 workers in 15 cities.

**THE CHALLENGE.** Marvin's Roanoke Facility was previously ISO 9001 certified but dropped their certification while keeping the quality management system (QMS). However since the QMS was not maintained over time, Marvin began experiencing a decline in production reliability and product repeatability. Management desired to improve their QMS and become fully ISO 9001:2015 certified to reduce or eliminate process variations.

**MEP CENTER'S ROLE.** GENEDGE, part of the MEP National Network™, was asked to conduct an ISO 9001 gap assessment on Marvin's existing QMS to identify areas for improvement toward achieving ISO 9001:2015 certification. GENEDGE held two on-site sessions with personnel comparing their current state quality management processes to the requirements of ISO 9001:2015. A full report on the results including recommendation or options for next steps was presented by GENEDGE.

"GENEDGE's Project Manager James Smith clearly identified our requirements up front, supplied competent personnel to conduct the ISO 9001:2015 GAP analysis, and wrapped up the project assuring all expectations were met. GENEDGE's skill and experience has helped to accelerate our quality system performance and reduce deficiencies. The end result is 'Customer Evident' quality improvements driving increased sales force confidence and overall growth – resulting in more investment and jobs in the Roanoke Valley."

-Wesley Reid, Director of Operations

## RESULTS



**\$10,000,000** in increased or retained sales



**\$1,500,000** in new investment



**150** created or retained jobs

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