

KMH DESIGN LAB

CAPABILITIES STATEMENT

Business Type: Small Business

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CAGE: 222T
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Primary NAICS Codes

- 541511 – Custom Computer Programming Services
- 541512 – Computer Systems Design Services
- 541519 – Other Computer Related Services
- 541430 – Graphic Design Services
- 541611 – Administrative Management & General Management Consulting Services

COMPANY OVERVIEW

KMH Design Lab Is A Digital Transformation Consultancy Grounded In Human-Centered Design (HCD), Specializing In Modernizing Complex Systems For Federal, State, And Local Government. We Design Intuitive, Accessible, And Secure Digital Solutions That Improve User Experiences, Streamline Operations, And Advance Mission Outcomes. Our Multidisciplinary Approach Combines Human-Centered Design, User Research, Service Design, Product Strategy, Accessibility, And Technology Expertise To Deliver Scalable, Mission-Focused Solutions That Align User Needs With Business Objectives And Technical Requirements.

SELECTED EXPERIENCE

- Human-Centered Digital Transformation – Apply Human-Centered Design Principles To Modernize Digital Services, Aligning User Needs, Mission Objectives, And Technical Requirements To Improve Operational Performance.
- Research, Strategy & Process Optimization – Conduct User Research, Stakeholder Engagement, Workflow Analysis, And Service Design To Uncover Insights And Streamline Complex Business Processes.
- Digital Product Design & Experience – Design Intuitive, Accessible, And Secure Digital Products Through UX/UI Design, Information Architecture, Interaction Design, Prototyping, And Design Systems.
- Technology Delivery & Modernization – Support End-To-End Digital Implementation Through Front-End Development, Agile Collaboration, Quality Assurance, Accessibility Compliance, And Integration With Enterprise Technologies.
- Cross-Functional Solution Delivery – Assemble Multidisciplinary Teams Of Designers, Researchers, Developers, Data Analysts, Solution Architects, Testers, And Domain Experts To Deliver Scalable, Mission-Focused Solutions Tailored To Each Client's Needs.

CORE CAPABILITIES

- Human-Centered Design
- User Experience (UX) & User Interface (UI) Design
 - Customer Experience (CX)
 - Service Design & Journey Mapping
 - Design Thinking Facilitation
 - Information Architecture
 - Interaction Design
 - Design Systems
- Research & Strategy
- User & Stakeholder Research
 - Requirements Discovery
 - Usability Testing
 - Accessibility Evaluations (Section 508 & WCAG)
 - Product Strategy & Road-Mapping
 - Business Analysis
 - Workflow & Process Optimization
- Digital Product Delivery
- Digital Modernization
 - Responsive Web & Application Design
 - Interactive Prototyping
 - Front-End Development (HTML, CSS, JavaScript, React)
 - Agile Product Support
 - Design Quality Assurance

Differentiators

- Federal Government Experience Supporting Secure, Mission-Critical Digital Transformation Initiatives.
- Human-Centered Approach That Aligns User Needs With Business Objectives And Technical Requirements.
- Accessibility By Design, Integrating Section 508 And WCAG Compliance Throughout The Project Lifecycle.
- Cross-Functional Collaboration With Product Owners, Engineers, Developers, Security Teams, And Stakeholders.
- Research-Driven Decisions Supported By User Insights, Analytics, And Iterative Design.

Our Mission

Technology Should Make Life Simpler—Not More Complicated. KMH Design Lab Partners With Organizations To Create Intuitive, Inclusive, And Accessible Digital Experiences That Improve How People Interact With Technology While Advancing Mission Outcomes.

Leadership Experience

- **Department Of Defense (DCSA)** - System Consolidation And Modernization
- **Defense Logistics Agency (DLA)** - Enterprise Wide System Modernization
- **General Services Administration (GSA)** - Application Migration And Redesign