ABSTRACT

The management of claims and disputes is a major function of the Project Manager. This dissertation looks at claims and disputes from the management's viewpoint. It does not address claims and disputes from the legal and contractual angles.

It looks at how the Project Manager can avoid or minimise claims and disputes.

The dissertation consists of a discussion of the major types, causes, frequencies, solutions, of claims and disputes.

A comparative study is also made of the difference in nature of claims and disputes between mega and non-mega scale projects.

The dissertation concludes that mega scale projects are most prone to problems relating to claims and disputes arising from contract documentation and tendering. The most common occurring cause of claims and disputes in this type is 'errors or discrepancies in contract document'.

The study found that non-mega scale projects are very much less prone to claims and disputes of the type confronting mega scale projects and conclude that volume of documentation to be the main difference.