

## **Round Table Discussion - 02 - 2024/2025**



### **Topic:**

### **Claims management – is it at crossroads as a vital professional service in the construction industry?**

#### **General Abstract:**

Claims management at its core, is a specialized discipline based on laws of contracts, project controls and forensic analysis. Since of late, it is being increasingly scrutinized, while categorised both as a professional necessity and a manipulative “mafia.”

It is a legitimate and vital practise area that ensures fair administration of contractual entitlements. It requires multidisciplinary expertise, such as thorough knowledge of standard forms of contracts, delay analysis methodologies and dispute resolution strategies. Proper process of claims management will always contribute to good project outcomes by safeguarding rights of all parties and facilitating resolution of disputes appropriately.

On the other hand, growing concerns over malpractices have emerged due to possible exploitations of contractual ambiguities, manipulative claims and use of opaque methodologies to pressure stakeholders, imposing a negative outlook.

As professionals engaged in claims management at various levels, Qs need to engage in meaningful dialogue to consider various perspectives, possible strategies and proactive measures to sustain the professionalism of the discipline of claims management in the Sri Lankan construction industry.

Thus, IQSSL invites practitioners in the industry and interested academics to this Round Table platform.

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**Date** : Thursday, 22<sup>nd</sup> May 2025  
**Time** : 5.00pm to 7.00pm  
**Location** : IQSSL Secretariat Office at the OPA Building.

*Please register by enclosing the completed [Registration](#) Form providing relevant details. Registration will be on first come first served basis as only a limited number of attendees can be accommodated.*

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***Towards Excellence in professionalism***