

# 1155PM



## CLAIMS MANAGEMENT

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SHOULD YOUR COMPANY TAKE ACTION?

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# EFFICIENT CLAIMS MANAGEMENT PROTECTS YOUR BUSINESS!

## Checklist: Should your company take action?

Would you like to know whether your company's Claims Management has room for improvement? Then please review the following statements:

- | Our statements:  | Do you agree with them?   |                          |
|--|---------------------------|--------------------------|
| • Your customers often say: „Deliver this additional work for us. We'll settle up later“.  | yes <input type="radio"/> | no <input type="radio"/> |
| • In your company, Claims Management is an area for which your Project Managers are solely responsible.  | yes <input type="radio"/> | no <input type="radio"/> |
| • Your project teams often deal with Claims Management concerns „informally“.  | yes <input type="radio"/> | no <input type="radio"/> |
| • Your customers demand a „collaborative relationship“ from you, but this usually means that your company implements all your customer's change requests and you rarely receive any additional payment for this. | yes <input type="radio"/> | no <input type="radio"/> |
| • Your Project Managers are often unaware of the commercial elements of your project contracts.  | yes <input type="radio"/> | no <input type="radio"/> |
| • In your company, Contract & Claims Management is the task of individuals.  | yes <input type="radio"/> | no <input type="radio"/> |
| • In your company, Claims Management is exclusively handled by your Legal Department.  | yes <input type="radio"/> | no <input type="radio"/> |
| • In your company, the term „Claims Management“ means that you manage the plus/minus lists that often form part of plant and special-purpose engineering projects, in parallel to project execution.             | yes <input type="radio"/> | no <input type="radio"/> |

- When you claim against your customers , they like to remind you that they are planning to place follow-up orders with your company. yes  no
- Your staff working on construction sites frequently say that they don't have time „for red tape“. yes  no
- Many of your clients do not observe contractually agreed design freezes, but do not issue your company with a formal Variation Order. yes  no
- Your Sales Department avoids negotiating clear contractual arrangements for dealing with construction delays, changes, claims and deviations with your clients, because „such arrangements would interfere with good customer relations“. yes  no
- Your company has suppliers and contractors that are in a monopoly position. yes  no
- Your Sales Department is of the opinion that a Claims Manager only results in additional costs that would have to be included in your quotations. yes  no
- For your construction site staff, formally placed delay notices only lead to unnecessary conflicts. yes  no
- When a claim needs to be backed up with evidence, this initiates a frantic search in your project team's project files. yes  no
- Your company has the overriding feeling that your contractors are exploiting the fact that Contract & Claims Management is not part of your corporate culture. yes  no
- Your company often pays contractual penalties because your projects are not completed on time. yes  no
- Your project teams rarely meet the formal requirements for contractually agreed project correspondence with your contractors. yes  no

Have you answered „yes“ to at least 5 of the above-mentioned statements? You now have at least 5 reasons to talk to us about how Claims Management could be efficient in your business. We look forward to hearing from you.

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Contact us: +49 331 86750-150

**CONTRACT & CLAIMS MANAGEMENT**  
**PAY OFF. NOT MERELY AT 5 TO 12.**

- CONSISTENT
- PRECISE
- PROFITABLE



**WE SUPPORT YOU**

**BRINGING YOUR PROJECT TO SUCCESS.**

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