

Developing a document management model for resolving contract disputes for  
contractor

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Abstract

Disputes in public construction works appear increased during the construction stage, because the works suffer many challenges beyond a contractor's control. If a contractor has limited ability in contract management, it is usually incapable to provide complete documents and the evidence for expenses due to the duties from other contract parties. This makes the contractor suffer from invisible damages, and diminish its project profit. This paper presents a document management model for resolving contract disputes. The model was constructed by analyzing dispute settlement procedures and steps through an actual case. The feasibility of developed model was examined by another case. Research outcomes can assist a contractor to solve in-creased contract disputes, by which the contractor can manage dispute-related documents proactively.

Keyword : Document management model, Contract disputes, Schedule Delay