QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1680

# Contract Performance, Claims & Variations Management

GOVERNMENT CONTRACTS & CONTRACT MANAGEMENT
GOVERNMENT & PUBLIC SECTOR

DURATION
**5 Days**

DELIVERY
**Classroom**

LOCATION
**Doha, Qatar**

DATES
**21 – 25 Dec 2026**

## Scheduled Event Details

| | |
|---|---|
| CITY | Doha, Qatar |
| DATE | 21 – 25 Dec 2026 |
| DELIVERY TYPE | Classroom |
| COURSE FEE | €4,400 |

## Course Overview

The Contract Performance, Claims & Variations Management Training Course provides a comprehensive and practical framework for managing contract performance, contractual claims, variations, and commercial risks throughout the contract lifecycle. The course focuses on strengthening contract administration, improving contractor performance, protecting contractual rights, controlling cost and schedule impacts, and supporting successful project and service delivery.

Effective contract performance management is critical to major projects and operational environments, particularly across construction, infrastructure, energy, oil and gas, utilities, engineering, and government procurement. A structured approach to performance monitoring enables organizations to identify deviations early, assess their implications, enforce contractual obligations, and take corrective action before issues develop into significant commercial disputes.

The program examines the complete contract performance management process, including contractual obligations, performance requirements, key performance indicators, progress monitoring, cost control, documentation, correspondence, non-compliance, delays, and corrective actions. Participants will learn how to establish effective contract monitoring mechanisms and use reliable records and performance information to support commercial and management decisions.

A strong focus is placed on claims and variations management. Participants will examine common types of claims, including delay claims, extension of time, additional cost, disruption, scope changes, unforeseen conditions, and other events affecting contractual performance. The course provides practical approaches for assessing entitlement, reviewing supporting evidence, analyzing time and cost impacts, and evaluating variations before approval.

Through case studies, practical exercises, contractual scenarios, and commercial analysis workshops, participants will develop the ability to manage contract performance, assess claims, control variations, and reduce the potential for disputes. The course is designed for government entities, ministries, public-sector organizations, oil and gas companies, energy organizations, infrastructure operators, contractors, consultants, and large corporations seeking stronger contractual governance and commercial control.

## Objectives

- Analyze the principles of contract performance management and their relationship with project, operational, and financial objectives.
- Assess contractual obligations, performance requirements, responsibilities, and measurable service expectations.
- Develop practical mechanisms for monitoring contract performance across time, cost, scope, quality, and compliance.
- Apply effective methods for identifying contractual deviations and analyzing their causes and potential impacts.
- Evaluate contractual claims and determine entitlement, contractual basis, and supporting evidence.
- Analyze claims related to delays, extensions of time, additional costs, disruptions, and changes in scope.
- Evaluate variations and contract amendments based on their technical, financial, schedule, and operational impacts.
- Apply effective documentation, recordkeeping, and correspondence practices to support claims and contractual positions.
- Develop practical approaches for identifying and addressing contractual issues before they escalate into disputes.
- Analyze contract financial performance, cost variations, payment impacts, and commercial exposure.
- Strengthen contractor performance management through measurable performance indicators, regular reviews, and corrective actions.
- Design an integrated framework for Contract Performance, Claims & Variations Management by the end of the course.

## Who Should Attend

This training course is designed for Contract Managers, Contract Administrators, Commercial Managers, Project Managers, Procurement Managers, Claims Managers, Cost Managers, Quantity Surveyors, Project Controls Professionals, Engineers, and specialists responsible for contract administration, commercial management, contractor performance, and claims.

The course is particularly relevant to professionals working in ministries, government entities, public-sector organizations, oil and gas companies, energy organizations, utilities, infrastructure operators, construction companies, engineering organizations, contractors, consultants, and large corporations. It is also suitable for professionals working in legal, commercial, finance, procurement, project management, and project controls functions who deal with contractual obligations, claims, variations, and commercial risks.

The program will benefit executives, department heads, project directors, procurement and contract leaders, commercial decision makers, and senior managers involved in approving variations, evaluating claims, managing contractor relationships, resolving contractual issues, and controlling commercial exposure. The course provides an integrated perspective combining contractual administration, project performance, commercial analysis, documentation, and risk management.

## Learning Outcomes

- Explain the core principles of contract performance, claims, and variations management.
- Identify contractual obligations, responsibilities, performance requirements, and key deliverables.
- Develop performance indicators for monitoring schedule, cost, quality, scope, and compliance.
- Analyze contract performance deviations and determine their operational, financial, and contractual implications.
- Evaluate claims based on contractual entitlement, supporting evidence, causation, and impact.
- Analyze delay, extension of time, disruption, additional cost, and scope-related claims.
- Assess variation orders and contract amendments and determine their financial, schedule, operational, and risk implications.
- Prepare and maintain effective contractual records, correspondence, notices, and supporting documentation.
- Apply practical approaches for early identification and management of contractual disputes.

- Monitor contract financial performance and analyze cost deviations and commercial exposure.
- Develop effective contractor performance management and corrective action mechanisms.
- Prepare an integrated framework for managing contract performance, claims, variations, and commercial risks.

## Course Outline

DAY 01

### Contract Performance Management & Contractual Obligations

- Principles of contract performance management and its role in successful project and service delivery
- Understanding scope, contractual obligations, responsibilities, deliverables, and performance requirements
- Contract performance indicators and measurement of time, cost, quality, scope, and compliance
- Contract governance, communication, reporting, performance reviews, and accountability

> **PRACTICAL APPLICATION**
>
> Analyze a sample contract and identify key obligations, performance indicators, reporting requirements, and major performance risks

DAY 02

### Performance Monitoring, Deviations & Contractual Issues

- Monitoring progress and compliance with contractual schedules
- Cost monitoring, payment management, and financial performance control
- Managing non-compliance, underperformance, corrective actions, and contractual notices
- Identifying performance deviations and analyzing causes, consequences, and contractual implications

> **PRACTICAL APPLICATION**
>
> Analyze a contract performance scenario involving delays, cost deviations, and performance issues and develop corrective actions

DAY 03

## Claims Management & Contractual Analysis

- Principles, types, and causes of contractual claims
- Delay claims, extensions of time, additional costs, disruption, and loss-related claims
- Assessing contractual entitlement, responsibility, causation, and contractual rights
- Evidence, records, correspondence, notices, and documentation supporting claims

> **PRACTICAL APPLICATION**
>
> Evaluate a contractual claim and determine its basis, entitlement, supporting evidence, time impact, and financial implications

DAY 04

## Variations, Change Orders & Commercial Impact

- Principles of variations, change orders, and contract amendments
- Assessing changes to scope, duration, cost, resources, and deliverables
- Evaluating financial, schedule, operational, and contractual impacts of variations
- Variation approval procedures, commercial controls, documentation, and authorization

> **PRACTICAL APPLICATION**
>
> Evaluate a change order and assess its impact on contract value, schedule, scope, resources, risks, and contractual obligations

DAY 05

## Dispute Management, Contractor Performance & Continuous Improvement

- Managing contractual disputes and addressing issues at an early stage
- Negotiation, settlement, communication, and effective contractual relationship management
- Developing contract performance dashboards for claims, variations, costs, schedules, and risks
- Contractor performance improvement, contract risk management, and continuous improvement

DAY 05 — CONTINUED

> **FINAL WORKSHOP**
>
> Develop an integrated Contract Performance, Claims & Variations Management framework covering performance indicators, documentation, claims assessment, variation controls, commercial risks, contractor performance, corrective actions, and dispute prevention mechanisms

## Register or Request More Information

Course page: https://quest-training.com/courses/contract-performance-claims-variations-management
Website: https://quest-training.com
Email: info@quest-training.com
Phone: +905016771440