REFERENCES

- Ip, S. (2010, September 18). An overview of construction claims: How they arise and how to avoid them. Retrieved from Clark Wilson: https://www.cwilson.com/an-overview-of-construction-claims
- Acharya, N. K., Lee, Y. D., & Im, H. M. (2006). Conflicting factors in construction projects: Korean perspective. *Engineering Construction & Architectural Management*, 13(6), 543-566.
- Adams, F. (2008). Risk perception and Bayesian analysis of international construction contract risks: The case of payment delays in a developing economy. *International Journal of Project Management, 26*(2), 138-148.
- Ahuja, V., Yang, J., & Shankar, R. (2009). Study of ICT adoption for building project management in the Indian construction industry. *Automation in Construction*, 18(4), 415-423.
- Al Mohsin, M. (2012). Claim analysis of construction projects in Oman. Advanced Science Engineering Information Technology, 2(2), 73-78.
- Allen, M. (2016). Global construction dispute report 2016. Netherland: Arcadis.
- Al-Momani, A. H. (2000). Construction delay: A quantitative analysis. *International Journal* of Project Management, 18(1), 51-99.
- Al-Qershi, M., & Kishore, R. (2017). Claim causes and types in Indian construction industry contractor's perspective. *American Journal of Civil Engineering and Architecture*, 5(5), 196-203.
- Anbari, F. T., Carayannis, E., & Voetsch, R. J. (2008). Post-project reviews as a key project management competence. *Technovation*, 28(10), 633-643.
- Andrew, C., Shang, G., & Pheng, L. (2015). An institutional approach to understanding postproject reviews in the construction industry. *International Surveying Research Journal (ISrJ)*, 5(1), 1-19.
- April, K., & Izadi, F. A. (2004). Knowledge Management Praxis. Cape Town: Juta and Co. Ltd.
- Apte, B., & Pathak, S. (2016). Review of types and causes of construction claims. *IASTER Research Journals,* 4(2), 43-50.
- Aslam, M. M. (2005). Construction project claim management. *PMI® Global Congress 2005* (p. 5). Newtown Square: Project Management Institute.

- Barry, W., & Leite, F. (2014). Late deliverables to construction: how understanding the impacts can benefit dispute prevention and resolution. *Journal of Legal Affairs and Dispute Resolution in Engineering and Construction*.
- Bekr, G. A. (2015). Identifying factors leading to cost overrun in construction projects in Jordan. Journal of Construction Engineering, Technology and Management, 5(3), 25-33.
- Bircham, S. (2003). Construction contracts and payment in the absence of formal agreement . *In house Lawyer Magazine*(2003), 30-45.
- Borzouei, A. (2013). A Study on the successful implementation of infrastructure projects. *European Online Journal of Natural and Social Sciences, 2*(3), 3198-3209.
- Bramble, B., D'Onofri, M., & Stetson, J. (1990). *Avoiding and resolving construction claims*. Kingston: RS Means Company, Inc.
- Bratton, J., Sawchuk, P., & Mills, J. H. (2003). *Workplace learning: a critical introduction*. Aurora: the University of Toronto Press.
- Bunni, N. (2005). The FIDIC forms of contract (4th ed.). Oxford: Wiley-Blackwell.
- Burrell, G., & Morgan, G. (2005). (2016) Sociological paradigms and organizational analysis. Abingdon: Routledge (originally published by Heinemann 1979). Aldershot: Ashgate Publishing Limited.
- Callahan, J. (1998). *Managing transit construction contract claims*. Washington.: National Academy Press.
- Cantarelli, C. C., Flybjerg, B., Molin, B. v., & Wee, B. v. (2010). Cost overruns in large-scale transportation infrastructure projects: explanations and their theoretical embeddedness. *European Journal of Transport and Infrastructure Research*, 10(1), 5-18.
- Carillo, P. (2005). Lesson learned practices in the engineering, procurement and construction sectors. *Engineering, Construction and Architectural Management*, 12(3), 236-250.
- Carrillo, P., Ruikar, K., & Fuller, P. (2012). When will we learn? Improving lessons learned practice in construction. *International Journal of Project Management*, *31*, 567-578.
- Chandran , R., & Kumar, K. (2008, February 10). Three out of every 10 highway contracts end up in arbitration, Retrieved from Three out of every 10 highway contracts end up in arbitration: https://www.livemint.com/Politics/gXpmf5x6WuiC5sorxrhfCO/Three-out-of-every-10-highway-contracts-end-up-in-arbitratio.html

- Chappell, D., Powell-Smith, V., & Sims, J. (2005). *Building contract claims* (4th ed.). New Jersey: Blackwell Publishing Ltd.
- Charehzehi, A., Chai, C., Yusof, A., Chong, H.-Y., & Loo, S. (2017). Building information modeling in construction conflict management. *International Journal of Engineering Business, 9*, 25-32.
- Chathuranga, N., & Bamunuachchige, H. (2020). An analysis of disruption claims in road construction projects with land acquisition issues. *Proceedings of the National Engineering Research Symposium* (pp. 1-7). Colombo: reserchgate.
- Chovichien, V., & Suriyanon, N. (2011). Attitudes of people in the Thai construction industry sector on issues related to delay in the approval of submittals. *Journal of Construction in Developing Countries*, 41-67.
- Coghlan, D., & Brannick, T. (2014). (2014) Doing action research in your own organisation (4th edn). London: Sage. London: SAGE Publications Ltd.
- Creswell, J. D., & Creswell, W. J. (2013). *Research design: Qualitative, quantitative, and mixed methods approaches.* London: SAGE Publications.
- Cunningham, T. (2014). Contractors' claims for loss and expense under the principle 'traditional' Forms of Irish building contract. Dublin Institute of Technology.
- Devika, L. (2014). *Claims experienced in a mega highway project In Sri Lanka*. Sri Lanka: IQSSL.
- Dikmen, I., Birgonul, M., Anac, C., Tah, J., & Aouad, G. (2008). Learning from risks: A tool for post-project risk assessment. *Automation in Construction, 18*(1), 42-50.
- Diyagama, D. (2013). *Causes generating contractual claims in national road development projects in Sri Lanka.* Moratuwa: University of Moratuwa.
- Ekena, G., Bilgin, G., Dikmen, I., & Birgonul, M. (2015). A lessons learned database structure for construction companies. *ScienceDirect*, *123*, 135-144.
- Elmshøj, H. (2016, September 14). DTU. Retrieved from lessons learned a tool for sharing knowledge in project management: http://wiki.doingprojects.org/index.php/Lessons_learned_-_a_tool_for_sharing_knowledge_in_project_management
- Epstein, R. C. (2016). Avoiding construction claims. New Jersey Law Journalk, 20-25.
- Farnese, M., Barbieri , B., Chirumbolo, A., & Patriotta, G. (2019, December 10). Frontiers in psyshology. Retrieved from Managing Knowledge in Organizations: A Nonaka's SECI Model Operationalization: https://www.frontiersin.org/articles/10.3389/fpsyg.2019.02730/full

- Farooqui, i., & Azhar, S. (2014). Key Causes of disputes in the Pakistani construction industry– Assessment of trends from the viewpoint of contractors. 50th ASC Annual International Conference Proceedings (p. 8). Richmond: Associated Schools of Construction.
- Fawzy, S., & El-adaway, I. (2012). Contract administration guidelines for managing conflicts, claims, and disputes under world bank–funded projects. *Journal of Legal Affairs and Dispute Resolution In Engineering and Construction*, 101-110.
- Feldman, H. A. (1993). Claims and their prevention. Cost Engineering, 15-17.
- Ferrada, X., Núñezb, D., Neyemb, A., Serpellc, A., & Sepúlveda, M. (2016). A cloud-based mobile system to manage lessons-learned in construction projects. *ScienceDirect*, 164, 135-142.
- Flick, U., Kardoff, v. E., & Steinke, I. (2004). *A companion to qualitative research*. New Delhi: SAGE Publications.
- Flyvbjerg, B., Holm, M., & Buhl, L. S. (2010). How common and how large are cost overruns in transport infrastructure projects? *Transport Reviews: A Transnational Transdisciplinary Journal*, 23(1), 71-88.
- Flyvbjerg, B., Skamris Holm, M. K., & Buhl, S. L. (2004). What causes cost overrun in transport infrastructure projects? *Transp. Rev., 24*(1), 3-18.
- Fong, S. W., & Yip, J. (2006). An investigative study of the application of lessons learned systems in construction management. *International Conference on Building Education and Research [BEAR]* (p. 8). Hong Kong: The Hong Kong Polytechnic University.
- Garvin, D. A. (1993). Building a learning organization. *Harvard Business Review*, 71, 78-91.
- Gebken, R. (2006, May 15). *Quantification of transactional dispute resolution costs for the U.S. construction industry*. Retrieved from The University of Texas at Austin: https://repositories.lib.utexas.edu/handle/2152/2484
- Ghatak, M., & Ghosh, P. (2011). The Land acquisition bill. A Critique and a Proposal, Economic & Political Weekly, 20-41.
- Gibson, G., Caldas, C., Yohe, A., & Weerasooriya, R. (2007). *An Analysis of lessons learned programs in the construction industry*. Austin: Construction Industry Institute.
- Girard, J., & Girard, J. (2015). Defining knowledge management: Toward an applied compendium, Online Journal of Applied Knowledge Management. *Applied Knowledge Management*, 3(1), 1-20.

- Gould, N. (2007, February 20). Adjudication and ADR: an overview Fenwick Elliott. Retrieved from Adjudication and ADR: an overview - Fenwick Elliott: https://www.fenwickelliott.com/sites/default/files/nick_gould_-_adjudication_and_adr_-_an_overview_matrics_paper.indd_.pdf
- Haddad, B. (2007). Exculpatory clauses in construction contracts: The effect of the use of exculpatory clauses on contractors bid price. *AACE International Transactions*, 191-196.
- Hanna, A. S. (2007). Risk allocation and increased claims in the construction industry. Journal of professional issues in engineering education and practice © ASCE, 43-44.
- Hassanein, A., & Nemr, W. (2007). Management of change order claims in the Egyptian industrial construction sector. *Journal of Financial Management of Property and Construction*, 12(1), 45-60.
- Hayati, K., Latief, Y., & Rarasati, A. D. (2019). Causes and problem Identification in construction claim management. 1st International Postgraduate Conference on Mechanical Engineering 469 (p. 6). Pahang: IOP Publishing.
- Heal, A. J. (2010). Agreeing to disagree: Contract clauses and proactive strategies for resolving disputes. *92nd Annual Canadian Construction Associations Conference* (p. 23). Toronto: Blaney McMurtry LLP.
- Hegazy, S. (2012). Delay analysis methodology in UAE construction projects: Delay Claims, Literature Review. *PM World Journal*, 1(2), 1-21.
- Hewitt, A. (2016). *Construction claims and responses* (2nd ed.). Chichester: John Wiley & Sons, Ltd.
- Hinds, P., Patterson, M., & Pfeffer, J. (2001). Bothered by abstraction: the effect of expertise on knowledge transfer and subsequent novice performance. *Journal of Applied Psychology, 86*(6), 1232-1243.
- Hiyassat, M., Alkasagi, F., El-Mashaleh, M., & Sweis, G. (2020). Risk allocation in public construction projects: the case of Jordan. *International Journal of Construction Management*, 22(8), 1478-1488.
- Huikku, J., & Lukka, K. (2016). The construction of persuasiveness of self-assessment-based post-completion auditing reports. *Long Range Planning*, *46*(3), 243-277.
- Iyer, K., Chaphalkar, N., & Joshi, G. (2008). Understanding time delay disputes in construction contracts. *International Journal of Project Management*, 26(2), 174-184.
- Jayalath, C. (2013). Arguing construction claims. Colombo: S. Godage & Brothers (Pvt) Ltd.

- Jordan, M. (2012). *Measuring and maximising value for money in infrastructure programmes.* London: Adam Smith International.
- Jugdev, K. (2012). Learning from lessons learned: Project management research program. American Journal of Economics and Business Administration, 4(1), 13-22.
- Kamara, J., Anumba, C., Carrillo, P., & Bouchlaghem, N. (2003). Conceptual framework for live capture and reuse of project knowledge. *International Conference on Information Technology for Construction* (p. 8). Waiheke Island: Department of Civil & Building Engineering, Loughborough University.
- Kazi, A. S., & Koivuniemi, A. (2006). Sharing through social interaction: The case of YIT
 Construction Ltd. In A. S. Kazi, & P. Wolf, *Real-life Knowledge Management* (pp. 65-79). Otaniemi: Technical Reserch Centre of Finland.
- Keegan, A., & Turner, J. (2001). 2001. Quantity versus quality in project-based learning practices. *Management learning*, 77-98.
- Khan, T. H., & Khan, A. Q. (2015). Effects of lowest bidding bid awarding system in public sector construction projects in Pakistan. *Global Journal of Management and Business Research*, 15(1), 7-22.
- Khekale, C., & Futane, N. (2015). Management of claims and disputes in construction. International Journal of Science and Research (IJSR), 4(5), 848-856.
- Kothari, C. (2004). *Research methodology: Methods and techniques*. New Delhi: New Age International Publishers.
- Kotnour, T. (2006). A learning framework for project management. *Project Management Journal*, 32-38.
- Kululanga, G., & Kuotcha, W. (2008). Measuring organisation learning through project reviews. Engineering, Construction and Architectural Management Learning, 15(6), 580-595.
- Kumaraswamy, M. (2003). Conflicts, claims and disputes in construction. *Engineering, Construction and Architectural Management, 4*(2), 95-111.
- Lave, J., & Wenger, E. (1991). *Situated learning: Legitimate Peripheral Participation.* Cambridge: Cambridge University Press.
- Littlejohn, G., & Telford, T. (2021). *Soil investigation. An Information Paper.* HD Delft: Central Dredging Association (CEDA).
- Long, R. J. (2017). Construction claims prevention. Colorado: long International.

- Malki, Y., & Alam, M. (2020). Construction claims, their types and causes in the private construction. *Asian Journal of Civil Engineering*, *22*, 35-43.
- Manda, T., Samant, S., Pendhe, K., Naphade, R., Gupta, H., & Yadav, S. (2019). Claims and settlement in road project. *Journal of Civil Engineering, Science and Technology, 10*(1), 1-11.
- Martin, L., & Root, D. (2009). Knowledge creation in construction: the SECI model. *Procs* 25th Annual ARCOM Conference (pp. 749-758). Nottingham: Association of Researchers in Construction Management.
- McGeorge, D., & London, K. (2004). *Dispute avoidance and resolution: a literature review* (1 ed.). Brisbane: Icon. Net Pty Ltd.
- Mehany, M., & Grigg, N. (2015). Causes of road and bridge construction claims: Analysis of Colorado department of transportation projects. *AmericanSocietyofCivilEngineers*, 7(2), 45-52.
- Middleton, C. (1967). How to set up a project organization. MarchApril:73–82. *Harvard Business Review*, 73-82.
- Mishmish, M., & El-Sayegh, S. M. (2016). Causes of claims in road construction projects in the UAE. *International Journal of Construction Management*, *18*(1), 233-237.
- Mohamed, H. H., Ibrahim, A. H., & Soliman, A. A. (2014). Reducing construction disputes through effective claims management. *American Journal of Civil Engineering and Architecture*, 2(6), 186-196.
- Moura, H., & Teixeira, J. (2007). Types of construction claims: A Portuguese survey. 23rd Annual ARCOM Conference (pp. 129-130). Belfast: Association of Researchers in Construction Management.
- National Academies of Sciences, Engineering, and Medicine. (2007). *Reducing construction costs: Uses of Best Dispute Resolution Practices by Project Owners: Proceedings Report.* Washington: The National Academies Press.
- Newell, S., Bresnen, M., Edelman, L., & Scarbr, H. (2006). Sharing knowledge across projects: Limits to ICT-led Project Review Practices. *Management Learning*, *37*(2), 167-185.
- Nonaka, I., & Hirotaka, T. (1995). *The knowledge-creating company: How Japanese companies create the dynamics of innovation.* Oxford: Oxford University Press.
- O'Dell, C., & Grayson, J. (1998). If only we knew what we know. New York: The Free Press.
- O'Dell, C., & Grayson, C. (1998). If only we knew what we know: Identification and transfer of internal best practices. *California Management reveive, 40*, 154-174.

- Omara, R. (2014, December 14). *Claims in construction*. Retrieved from academia: https://www.academia.edu/35284898/Claims_in_Construction
- Osipova, E., & Eriksson, P. E. (2013). Balancing control and flexibility in joint risk management: Lessons learned from two construction projects. *International Journal of Project Management*, *31*(3), 391-399.
- Osman,, I., & Ataei, H. (2022). Studying construction claims due to COVID-19 for road and highway projects. *Journal of Legal Affairs and Dispute Resolution in Engineering and Construction*, 14(1), 32-36.
- Paranagamage, P., Carrillo, P., & Ru, K. (2012). Lessons learned practices in the UK construction sector: current practice and proposed improvements. *The Engineering Project Organization Journal, 2*, 216-230.
- Paranagamage, P., Carrillo, P., Ruikar, K., & Fuller, P. (2012). Lessons learned practices in the UK construction sector: current practice and proposed improvements. *Engineering Project Organization Journal*, 2(4), 216-230.
- Parikh, D. M., & Joshi, G. J. (2013). Modelling for Time overrun prediction due to dipute in Highway projects in India. *International Journal of Civil, Structural, Environmental and Infrastructure Engineering Research and Development (IJCSEIERD), 1*(5), 23-34.
- Pena-Mora, F., Sosa, C. E., & McCone, D. S. (2003). *Introduction to construction dispute resolution*. NJ: Prentice Hall, Upper Saddle River.
- Perera, B., Dhanasinghe, I., & Rameezdeen, R. (2009). Risk management in road construction: The case of Sri Lanka. *International Journal of Strategic Property*, 13(2), 87-102.
- Pinto, S. (2019, June 24). Land acquisition major hurdle in road construction: Gadkari. Retrieved from The Times of India: https://timesofindia.indiatimes.com/india/landacquisition-major-hurdle-in-road-construction-gadkari/articleshow/69927182.cms
- Press Trust of India. (2019, June 24). 'Land acquisition major hurdle in road construction. Retrieved from Land acquisition major hurdle in road construction: https://www.deccanherald.com/national/land-acquisition-major-hurdle-in-roadconstruction-742433.html
- Project Management Institute. (2017). *A guide to the project management body of knowledge (PMBOK®).* Newtown Square: Project Management Institute.
- Ramachandra, T., Rotimi, J. O., & Gunaratne, S. (2014). Reasons for contractors' delay claims failures in Sri Lanka. *Proceedings of the 30th Annual ARCOM Conference* (pp. 475-484). Portsmouth, UK: Association of Researchers in Construction Management.

- Rauzana, A., & Tripoli. (2019). Causes of claims in the construction project. *International Journal of Scientific Research and Engineering Development*, 2(3), 648-652.
- Raykar, P., & Ghadge, A. (2016). Analyzing the critical factors influencing the time overrun and cost overrun in construction project. *International Journal of Engineering Research*, 5(1), 21-25.
- Ren, Z., Anumba, C., & Ugwu, O. (2003). *Multi agent system for construction claim negotiation* (1st ed.). London: Taylor & Francis.
- Revay, S. (2002). Can construction claims be avoided? *Building Research & Information*, 21(1), 56-58.
- Revay, S. (2002). Can construction claims be avoided?". *Building Research & Information,* 21(1), 56-58.
- Rezgui, Y., Hopfe, C., & Vorakulpipat, C. (2010). Generations of knowledge management in the architecture, engineering and construction industry: an evolutionary perspective. *Advanced Engineering Informatics*, *24*(2), 219-228.
- Road Development Authority. (2015, September 15). Retrieved from http://www.rda.gov.lk/: http://www.rda.gov.lk/source/about.htm
- Rowe, S., & Sikes, S. (2006). Lessons learned: taking it to the next level. Paper presented at 2006—. *PMI® Global Congress* (p. 5). Seattle: Project Management Institute.
- Royal Institution of Chartered Surveyors. (2016). *RICS professional guidance, global lesson learned.* London: Royal Institution of Chartered Surveyors (RICS).
- Rubin, R. A., Fairweather, V., & Guy, S. D. (1999). *Construction claims prevention and resolution* (3rd ed.). New Jersey: John Wikey & Sons, Inc.
- Saluja, N. (2019, 12 12). Over 300 arbitration cases with claims of around Rs. 80,000 crore pending with Highways Ministry: Nitin Gadkari. *The Economic times*, pp. 20-23. Retrieved from The Economic Times: https://economictimes.indiatimes.com/news/economy/infrastructure/over-300-highways-arbitration-cases-with-rs-78653-crore-claims-ongoing-nitin-gadkari/articleshow/72492762.cms
- Saunders, M., Lewis, P., & Thornhill, A. (2009). *Research methods for business students* (8 ed.). New York: Prentice Hall.
- Schindler, S., & Eppler, M. (2003). Harvesting project knowledge: a review of project learning methods and success factors. *International Journal of Project Management, 21*, 219-228.

- Senaratne, S., & Malewana, C. (2011). Linking individual, team and organizational learning in construction project team settings. *Architectural Engineering and Design Management*, 7(1), 50-63.
- Sense, A. (2002). Project teams as learning entities proceedings of the PMI research conference. *Project Management Institute*, 457-465.
- Shah, A., & Bhatt, R. (2014). Types and causes of construction claims. *International Journal* of Engineering Research & Technology, 3(12), 50-62.
- Shaikh, H. H., Zainun, N. Y., & Khahro, S. H. (2020). Claims in construction projects: A
 Comprehensive Literature. *IOP Conference Series: Earth and Environmental Science* (p. 7). Changchun: IOP Publishing.
- Shani, A., & Docherty, P. (2009). *Learning by Design: Building sustainable organizations*. New York: Blackwell Publishing (Holdings) Ltd.
- Shokri-Ghasabeh, M., & Chileshe, N. (2014). Knowledge management Barriers to capturing lessons learned from Australian construction contractors perspective. *Construction Innovation*, 14(1), 108-134.
- Sinha, M., & Wayal, A. S. (2007). Dispute causation In construction projects. *IOSR Journal of Mechanical & Civil Engineering (IOSR-JMCE)*, 54-58.
- Sodhi, D. S. (1980). The Canadian law dictionary. Law & Business Publications.
- Staub-French, S., & Khanzod, A. (2007). 3D and 4D modeling for design and construction coordination: Issues and lessons learned. *ITcon*, *12*(1), 381-407.
- Strickland, J. (2018, August 29). *Construction arbitration: The pros and cons*. Retrieved from It's an unfortunate fact that many construction projects end in disputes, driving the parties into some form of dispute resolution.: https://www.wardandsmith.com/articles/construction-arbitration-vs-lawsuits
- Surbhi, S. (2020, July 30). Key Differences. Retrieved from difference between explicit knowledge and tacit knowledge: https://keydifferences.com/difference-betweenexplicit-knowledge-and-tacitknowledge.html#:~:text=Explicit%20knowledge%20is%20easily%20transferable,pro per%20knowledge%20of%20the%20same.
- Tan, H., Anumba, C., Carril, P., Bouchlaghem, D., Kamara, J., & Udeaja, C. (2010). Capture and reuse of project knowledge in construction, Hoboken: Wiley-Blackwell Publishing.
- Taylor, P. (2011). Transformative educational research for culturally inclusive teaching. College Research Journal, 1 (1). pp. 25-40. *College Research Journal*, 25-40.

- Tengli, B. M. (2020, August 27). Blog 132-Research Onion: A Systematic approach to designing research methodology. Retrieved from Agricultural Extension in South Asia: https://www.aesanetwork.org/research-onion-a-systematic-approach-todesigning-research-methodology/
- Thapanont, P., Santi, C., & Pruethipong, X. (2018). Causes of delay on highway construction projects in Thailand. *MATEC Web of Conferences* (p. 4). Bangkok: ICEAST.
- The Organisation for Economic Co-operation and Development (OECD). (2016). *Getting infrastructure right.* Paris: The Organisation for Economic Co-operation and Development (OECD).
- Tochaiwat, K. (2004). Contractors' construction claims and management process. *Research and Development Journal*, 15(4), 66-73.
- Vines, P. (2014). Construction claims. *Australasian Journal of Construction Economics and Building*, 14(2), 133-134.
- Vudigah, W., & Ndekugri, I. (1997). Improving management of claims: contractors' perspective. *Management in Engineering*, 37-44.
- Wang, Y. (2007). Knowledge management from theory knowledge management from Theory medium sized enterprises . Växjö: School of Mathematics and Systems Engineering, Växjö university.
- White, M., & Cohan, A. (2005, September 20). A guide to capturing lessons. Retrieved from A Guide to Capturing Lessons: https://www.conservationgateway.org/ConservationPlanning/partnering/cpc/Docu ments/Capturing_Lessons_Learned_Final.pdf
- Williams, T. (2003). Learning from projects. *The Journal of the Operational Research Society*, 443-451.
- Williams, T. (2005). Assessing and building on project management theory in the light of badly overrun projects. London: PMI Research Conference.
- Williams, T. (2008). How do organizations learn lessons from projects—And Do They? *IEEE Transactions on Engineering Management, 55*(2), 248-266.
- Wilson, R. L. (1982). Prevention and resolution of construction claims. *Journal of Construction Division, 108*(3), 390-405.
- Zaneldin, E. K. (2006). Construction claims in United Arab Emirates: Types, causes, and frequency. *International Journal of Project Management, 24*(5), 453-459.
- Zedtwitz, M. V. (2002). Organizational learning through post-project reviews in R&D. R&D Management, 32(3), 255-269.