

A Quantitative Approach for Measuring Managerial Interfaces in the Development of a Capital Project

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Abstract: Capital projects are funded with the intention of meeting a business need. For the delivery of the facility to be successful, the interface between the owner's business personnel and its project personnel must be effective. This paper outlines a quantitative approach for the measurement of this management interface; an approach which has not been accomplished to date. Although previous studies examined various technical interfaces among project personnel, the interface between business and project personnel is in fact, more important to ensuring the realization of the project's stated benefits. Therefore, this research conducted a thorough literature review on studies related to organizational interfaces and their management in the construction industry. It also examined quantitative measures of organizational involvement and the interface between business and project units. This paper concludes with some recommended quantitative assessment tools able to measure the involvement and interaction between business and project personnel assigned to develop a specific capital project.